

Tineco Product Data Information

What kind of data is collected?

Tineco products collect two main categories of data during operation.

On one hand, the **Tineco App** collects data related to both the user and the usage of the application. This includes user account information, the type of terminal device used, application activity logs, and user or device configuration settings. In addition, the App also receives operational data from the connected smart device, such as usage status and performance logs. On the other hand, the **device itself** collects equipment-related data, such as operating duration, fault records, and system status information.

The **Tineco App** collects data **only when** the user interacts with the application, while the **device** collects operational data **continuously and in real time** during use.

Where is this data stored?

The data collected by the **Tineco App** is stored on **AWS servers located in Europe**, mainly within **MySQL databases** and **Elasticsearch clusters**. The storage volume varies depending on usage frequency—the more frequently the app and device are used, the larger the occupied space. The **IoT**-collected device data is stored in **ClickHouse databases on AWS servers in Europe**. Likewise, the storage volume depends on the frequency and duration of device operation. **Device data** is stored **locally within the chip** of the product with a total storage size under **100 bytes**.

Tineco App data is **retained permanently** unless the user submits an account **deletion** request. Upon receiving such a request, the data will be **completely removed within 15 working days**. IoT data, by contrast, is **retained for seven days** before being automatically deleted from the server.

How to Manage the Data?

You can manage the data collected by your device through the manufacturer's solution.

Q: How to access your data?

Users can directly view the data collected by the Tineco App through the application interface. However, device-level data stored locally within the hardware is not directly accessible to users. Likewise, data stored in the IoT cloud service databases is not currently available for direct user access.

Q: How to request or share your data?

Currently, there is no data-sharing mechanism in place for the Tineco App, the device, or the IoT system.

Q: How to delete your data + a working delete option?

If users want to delete data collected by the **Tineco App**, they can submit an account deletion request. Upon receiving the request, all associated user data will be permanently removed within 15 working days.

If users want to delete data stored on the **device**, they can perform a factory reset operation, after which all locally stored data will be erased.

For data stored in the **IoT system**, users cannot directly delete the data. However, the system is designed to automatically erase IoT data after seven days of retention.

Q: What are the terms of service and the quality of service?

For **response speed** the average response time of data query interfaces does not exceed 500 milliseconds. And, the annual **availability** rate of core services is not lower than 99.9%. In terms of **technical support**, in-app online customer service and a vulnerability reporting channel are provided within the Tineco App for user support and feedback.