**EU DATA ACT User Information on Single Phase Hybrid All-in-one**

This document outlines the types of data our product can generate through its integrated services and features, how we use and share that data, and the rights you have in relation to the data. Please note that due to differences in the features provided by our various product models and services, the data generated may vary accordingly. For more detailed information, please contact us using the details provided in the “User Rights” section below.

**1. Product Identification**

*This section describes the basic information of the product.*

|  |  |
| --- | --- |
| **Product type** | Single Phase Hybrid All-in-one |
| **Model Number** | SP-ARSH-3.6kW-G1SP-ARSH-4.6kW-G1SP-ARSH-5kW-G1SP-ARSH-6kW-G1SP-ARSH-8kW-G1SP-ARSH-10kW-G1SP-RAH-HVB571-G1 |
| **Related Service Name** | SunPower App |
| **Description of the Service** | Real-time Monitoring、Energy Management、Historical Data Analysis、Alert Notifications、Device Control |

**2. Information about Data**

*This section relates to the data that the product can generate through its integrated services and features.*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Types of data generated:** | **Data Format** | **Estimated volume** | **Frequency of generation and collection** | **Data Storage** | **Data retention period** | **Nature of data** | **How the user can access such data?** |
| Device status data such as Input voltage, output voltage, input current, output current, output frequency, input power, output power, power factor, cumulative generation, daily generation, stored energy, operating mode, fault status, temperature, PV power output, battery status, grid status, remote switch, charging mode, meter enable, PV connection mode, battery connected, etc. | CSV | 100 | 60s | On the cloud server | Duration of the contractual relationship or as necessary for legitimate purposes | Equipment operating parameters | Users can access such data by using the Contact DetailUsers can access certain type of data on the related APP |
| Single Phase Hybrid All-in-one Local Operation Data such as device serial number, firmware version, operating mode, fault records, historical power generation, historical electricity consumption, battery charge/discharge records, temperature logs, communication logs, parameter settings, timestamps, event logs, maintenance records, user configuration data, real-time operational status,etc. | CSV | 100 | When users configure and operate | On the device | Duration of the contractual relationship or as necessary for legitimate purposes | Equipment operating parameters | No |
| Online identity information, personal device information, personal internet usage information | CSV | 150 | When users utilise the application | On the cloud server | Duration of the contractual relationship or as necessary for legitimate purposes | Data generated by APP-controlled devices | Users can access such data by using the Contact DetailUsers can access certain type of data on the related APP |

**3. Data Access and Sharing**

We may access, use and disclose the non-personal data generated by your product through its integrated services and features to third parties for business purposes as described in this section. For more related details, we invite you to consult the applicable Terms of Use.

If you would like to obtain information on the collection, use, disclosure, transfer or processing of your personal data, we invite you to consult the applicable privacy notice.

|  |  |  |  |
| --- | --- | --- | --- |
| **Entities with access** | **Purpose of processing** | **Third-Party sharing** | **Purpose of data sharing to third-party** |
| N/A | N/A | N/A | N/A |

**4. User Rights**

This section specifies your rights, how you can exercise the rights and the terms of use of the data and quality of service applicable to you.

EU Data Act may give you a number of legal rights in relation to the Connected Product data and Related Service data.

You can submit data access requests and share data with third parties by using below contact:

**Belgium +32 2 808 96 84**

**France +33 9 78 45 50 09**

**Germany +49 32 221854153**

**Italy +39 06 9480 3638**

**Netherlands +31 85 888 7653**

**Spain +34 919 49 42 12**

**UK +44 808 531 0941**

To the extent permitted by law, we are unable to provide access to data that contains confidential data, trade secrets, intellectual property, or other proprietary information.

If you would like to exercise your rights in relation to the personal data that we hold about you, please contact us using the details set out in the privacy notice applicable to your product.

For more detailed information about data use and access, please refer to the Terms of Use, electronic manuals, or other relevant materials.

As a user, you have the right to lodge a complaint if you believe that any of your rights under the Data Act have been infringed. This right ensures that your concerns regarding potential violations of data access, sharing, or usage provisions are heard and appropriately addressed by the responsible oversight body. If you wish to exercise this right or require further assistance, please contact the relevant authority in your Member State.

**5. Contact information**

|  |  |
| --- | --- |
| Manufacturer | **TCL PV Tech (Shenzhen) Co., Ltd.**Room D301, Building A3, No. 2533, Guanguang Avenue, Fenghuang Community, Fenghuang Street, Guangming District, Shenzhen, Guangdong. |