EU Data act

Shelly Devices provide data access primarily through Shelly Smart Control a cloud-based platform and related services, allowing users to gain insights into energy, sustainability, asset, and power/electrical data for optimization, maintenance, and improved reliability. Access is often provided through user-friendly interfaces, APIs, or dashboards, with options for data consent management and robust security measures.

When the Shelly Device is connected to the Shelly service - Shelly Smart Control, data (personal and non-personal) can be processed and stored. More information about the Shelly Service Data available at: https://control.shelly.cloud/#/terms-and-conditions and https://control.shelly.cloud/#/privacy-policy

For using the Shelly Device via a third party integrated service, data might be processed and stored by the relevant service provider in compliance with their terms of use and privacy policy. By sharing your Shelly Device to third party service you are sharing your data. Make sure to read the third party's terms of service and any referent data information before connecting your Shelly Device thereto.

Methods of Data Access and Management:

- **Shelly Smart Control**

This platform offers services for processing and accessing Device and Device related data.

- **APIs and Dashboards:**

Users can access real-time data and insights through, Application Programming Interfaces (APIs) or user-friendly dashboards provided by Shelly Smart Control available for iOS, Android and Web.

- **Web Interface**
- **Integrators Access**

In some cases, partners can be granted read-only or administrator access to device data within the platform, with control over these permissions via integrations. The Device user is the only one to decide with whom and what data can be shared.

- **Third-Party Applications:**

Shelly may provide links to third-party applications for convenience, but users are advised to review their data practices separately.

Shelly Devices can generate data. Depending on the type of device these data can vary. Shelly devices can be used as standalone devices or as a connected product to Shelly or third party integrated services at user's choice.

Retrofit switches

Shelly device (Connected product)	EAN
Shelly 1L Gen3	3800235261637
Shelly 2L Gen3	3800235261644
Shelly 1 Mini Gen3	3800235261576
Shelly 1 Mini Gen3 (Dual pack)	3800235261583
Shelly 1PM Mini Gen3	3800235261590
Shelly 1PM Mini Gen3 (Dual pack)	3800235261606
Shelly 1 Gen3	3800235261767
Shelly 1 Gen3 (Dual pack)	3800235261774
Shelly 1 Gen3 (Four Pack)	3800235261781
Shelly 1PM Gen3	3800235261798
Shelly 1PM Gen3 (Dual pack)	3800235261804
Shelly 1PM Gen3 (Four Pack)	3800235261811
Shelly 2PM Gen3	3800235261903
Shelly 2PM Gen3 (Dual Pack)	3800235261910
Shelly 2PM Gen3 (Four Pack)	3800235261927
Shelly 1 Gen4	3800238070687
Shelly 1 Gen4 (Dual pack)	3800238070694
Shelly 1 Gen4 (Four Pack)	3800238070700
Shelly 1PM Gen4	3800238070717
Shelly 1PM Gen4 (Dual pack)	3800238070724
Shelly 1PM Gen4 (Four Pack)	3800238070731
Shelly 1 Mini Gen4	3800238070786
Shelly 1 Mini Gen4 (Dual pack)	3800238070793

Shelly 1PM Mini Gen4	3800238070809
Shelly 1PM Mini Gen4 (Dual pack)	3800238070816
Shelly 2PM Gen4	3800238070748
Shelly 2PM Gen4 (Dual Pack)	3800238070755
Shelly Plus 2PM (Four Pack)	3800235267073
Shelly Shutter	3800238071745

Data generated by the connected product

The connected product is capable of generating data continuously and in real time as follows:

- **Data type:** Status of outputs and inputs, source of last command, power, voltage and current measurements (for PM devices), energy consumption (for PM devices), internal device temperature, configuration of auto timers, configuration of overpower protections; events; device logs; WiFi AP & STA status and configuration (IP, SSID, BSSID, RSSI); Cloud, MQTT, BLE, Outbound Websocket status and configuration (server, SSL options); list of user webhooks; list of user schedules; system information (MAC, firmware version, available firmware updates, uptime, RAM & FS size)
- **Data format:** JSON
- **Estimated amount of data:** Between 384KB and 896KB

Information storage

The connected product is capable of storing data on a device or a remote server.

The intended storage period is:

- **On the device:** Infinite (until explicit reset request).
  On remote server: 3 years for statistics, last state and other UI related - infinite (until device deletion)

Data access and deletion

Direct access via Shelly Smart Control

- Shelly Smart Control Web app https://control.shelly.cloud
- Shelly Android/iOS App

Direct access via integrated third party services

Remote Server Access via API:

- https://shelly-api-docs.shelly.cloud/integrator-api/
- https://shelly-api-docs.shelly.cloud/cloud-control-api/

On Device Access

- Built-in WebUI
- RPC API as described in https://shelly-api-docs.shelly.cloud/gen2/

Data deletion

Data stored on the connected product

- Factory reset via built-in WebUI
- Factory reset via RPC call https://shelly-api-docs.shelly.cloud/gen2/ComponentsAndServices/Shelly#shellyfactoryreset
- Factory reset via user-button interaction
- Factory reset via remote server access (Web, Android, iOS apps)

Data stored on the Shelly Cloud

Deletion of data about Devices added in the Shelly Cloud can be deleted via the functionalities of the Shelly Smart Control. The terms of use can be called/viewed at https://control.shelly.cloud/#/terms-and-conditions.

Deletion of Device data in the Shelly Cloud does not delete any data stored on the Device itself.

Quality of service

The quality service of the Application Programming Interfaces (e.g., reliability or speed) depends on device load and network conditions, typ. sub-100 ms response time from device direct APIs and sub-300 ms for remote server APIs.