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.

Loqed Touch Smart Lock

Shelly device (Connected product)	EAN
Loqed Touch Smart Lock	3800238070649
Loqed Touch Smart Lock Black Edition	3800238070656

Data generated by the connected product

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

- **Data type:**
  - **Power:** voltage measurements, energy consumption historical (2 weeks).
  - **Records:** open/close events by user, geofence location entry/exit, charge event;
  - **Device logs:** Wi-Fi status (MAC, IP, RSSI), BLE status (MAC, 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); Status of sensors (temperature, accelerometer);
- **Data format:** Text
- **Estimated amount of data:** <1 MB / day

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 user reset)
- **On remote server:** 2 weeks for events and statistics, user info infinite (until explicit reset request)

Data access and deletion

Remote Server Access:

- LOQED Smart Control Web app https://app.loqed.com
- LOQED Android/iOS App

On Device Access

- LOQED Android/iOS App

Data deletion

Data stored on the connected product

- Data delete request via https://app.loqed.com
- Factory reset via user-button interaction.

Data stored on the Cloud

Deletion of data about Devices added in the Cloud can be performed via the functionalities of the Cloud. The terms of use can be called/viewed at https://loqed.com/en/terms-of-service-loqed-app/.

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

Quality of service

Locally with the direct access to the device the response is sub 100 ms, all other responses depend on the gateway, network size and cloud.