

# Transparency Statement under the EU Data Act

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Scope:

This statement transparently describes the collection, use, storage and deletion of data generated by the PetTec brand, in particular the PetTec App and PetTec animal monitoring cameras. It applies to all current camera models that can be operated via Wi-Fi or 4G/LTE.

## 1. Types of data generated by the connected product

### 1.1 Personal data

- User's email address (mandatory for account creation)
- Password (stored in encrypted form)
- Optional username
- Billing information, if paid services are booked (processed by the App Store/Play Store, not by Stage10 directly)

### 1.2 Non-personal data / product status data

- Camera configuration data (e.g., Wi-Fi status, firmware version, device settings)
- Diagnostic and error status messages
- System log data (e.g., start/stop events, connection status)
- Event-triggered image captures (only upon event detection; stored in the cloud for 30 days)
- Camera usage data (e.g., activity times, motion detection events)

### 1.3 Usage data

- Time and type of interactions in the app
- Frequency of use of functions (e.g., live view, recording)
- For 4G service: technical connection data of the camera (SIM activity, data volume)

### 1.4 Location data

- Technical location information of the camera (e.g., mobile cell at 4G operation)
- No precise GPS tracking

### 1.5 Environmental data

- The camera does not collect systematic weather data.
- Situational image data may indirectly contain environmental information (e.g., lighting, visible surroundings) if the user uses this function.

## 2. Estimated data volume

### 2.1 Data generated through user interactions

- App login: a few kilobytes
- Changes to settings: a few kilobytes
- Manual photo/video recordings: not stored in the cloud; therefore dependent on SD card or smartphone

### 2.2 Automatically generated data

- Diagnostic data: a few kilobytes per day
- Event recordings (images/videos):
  - Event photo: typically 100–400 KB per image
  - Video (optional cloud service): approx. 1–3 MB per 10 seconds, depending on resolution
- Standby mode: minimal connection heartbeat data (< 20 KB per hour)

### 3. Data formats

- Image and video files: JPG/PNG, MP4/H.264
- Log data: JSON or text formats
- Configuration data: JSON
- Diagnostic messages: JSON/text

### 4. Continuous and real-time data

- Yes, the camera can generate continuous real-time live video.
- Real-time data is transmitted only at the user's request in live view.
- There is no continuous cloud recording without a booked cloud service.

### 5. Data storage location

Data type — Storage location

- Email, password, username — PetTec servers, Frankfurt/Hesse
- Event photos — PetTec cloud, 30 days
- Cloud videos (with booked service) — PetTec cloud, 30 days
- Manual photos/videos — exclusively SD card or smartphone
- 4G service data — servers in Frankfurt/Hesse
- Device logic / diagnostic data — PetTec servers in Frankfurt/Hesse

No data is transferred for advertising purposes.

### 6. Data retention period

- Event photos: 30 days
- Cloud videos (optional): 30 days
- User account including personal data: until deleted by the user
- Manual recordings: stored locally; not managed by us

- Diagnostic and usage data: until the account is deleted or in accordance with internal retention periods

## **7. User access to their data**

### **7.1 Direct access via the PetTec App**

- Access to all cloud-stored photos/videos
- Access to account data
- Access to device information (status, settings)

### **7.2 Export / retrieval of data**

Users can retrieve data as follows:

- Open the PetTec App
- Sign in with email + password
- Open the relevant sections:
  - Cloud storage → event captures / videos
  - Account information → personal data
- Manual downloads of media are possible within the app.
- A separate API is currently not publicly provided.

## **8. Deletion of data by the user**

### **8.1 Deleting individual data**

Users can manually delete images/videos in the app at any time.

## 8.2 Deleting the entire user account

Steps:

- Open the PetTec App
- Menu “Account”
- Select “Delete account”
- Confirm deletion

Consequences:

- Immediate deactivation of the account
- Deletion of all personal data
- Deletion of all cloud content
- Permanent removal of all diagnostic and usage data

## 9. Terms of use

Current terms of use of the PetTec App:

<https://pettec.de/pages/app-cloud-nutzungsbedingung>

<https://pettec.de/pages/nutzungsbedingungen-4g-datenpaket>

## 10. Information on service quality & APIs

APIs/SDKs

- Stage10/PetTec currently does not provide public APIs or SDKs that end users can use to develop their own applications.
- Internal APIs for device communication are used exclusively for the operation of the app.

Availability

- Cloud servers in Frankfurt/Hesse with redundant storage
- Event photos and videos are available 24/7 via the app
- 4G service depends on the mobile network

## Security

- Data encryption during transmission (TLS)
- Encrypted storage of sensitive data
- Access only after authentication via a user account

## 11. Contact

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