HomeWhiz Supported Hob Product Data Disclosure

To support this, here's an information about the data generated by our connected devices, provided in line with Article 3(2) of the EU Data Act (Regulation (EU) 2023/2854). You'll find everything you need to know—what data is collected, how it's handled, and how you can control it—in one place. If you have any additional questions, you can contact us via the following link: https://www.homewhiz.com/contact/

Type of data, format, and estimated volume	**Product:** Hob (HomeWhiz-supported) **Data type:** Error codes, diagnostic logs, executed program parameters, and associated sensor data. **Format:** JSON format **Estimated volume:** 1KB
Continuous and real-time generation	Cooking cycle-based data generation and transmission. During cooking, data generated and transmitted every 1 minute.
Storage location and retention	**On device:** Generated data aggregated into a packet every cooking. If device is already connected, data directly transmitted to cloud. If device in disconnected state up to 95 data packets are stored until the next connection. Upon the 96th data packet, if the device is still unable to synchronize, the oldest packets will be overwritten. **In cloud:** 10 years to support long product life cycles, and enable long-term performance analysis.
Access, retrieval, and erasure	Requests to access, retrieve or delete product data can be made via the HomeWhiz mobile app: *Support Center → Contact → Contact Us → select product → choose request type.* HomeWhiz Terms of Service are available in the HomeWhiz app.A confirmation email acknowledging receipt of the request is sent to the registered address. Data is provided securely as an email attachment, or the user is informed of deletion. Access to data is granted only after verification of the requester's registered account credentials. Some product data may contain information protected as trade secrets under Union or national law. When product data is provided — whether to you directly or to a third party you designate — we will apply proportionate technical and contractual safeguards to protect such information, including confidentiality obligations and use limitations in accordance with the Data Act. These conditions apply equally to all recipients. If, despite the application of such safeguards, disclosure would be highly likely to cause serious economic damage, we may limit or refuse access in line with Article 5(11) of the Data Act and will inform you of the reasons

Sensitivity: Internal / Non-Personal Data