

Product Data Transparency Information

(In line with EU Data Act (EU) 2023/2854, Articles 3–4)

Product

Manufacturer: Euromac B.V.
Category: Smart Heating
Version/Model: Eurom RAD 2000 Oilfree Wifi, models listed below:

363913 Eurom RAD 2000 Oil Free Wifi
363920 Eurom RAD 2000 Oil Free Wifi Swiss Plug

Description of Data Included (type, format, collection frequency and volume)

The Eurom Alutherm heater continuously measure, calculate, and update operational parameters relevant to control the temperatures in the heating system.

Product data table Eurom RAD 2000 Oil Free Wifi models :

DP ID	DP Name	Identifier	Data Transfer Type	Data Type	Properties
1	Switch	switch	Send and Report	bool	
2	Set Temperature	temp_set	Send and Report	value	Value Range: 5-35, Pitch: 1, Scale: 0, Unit: °C
5	Settings	level	Send and Report	enum	Enum Value: 1, 2, 3
11	Countdown Timer	countdown	Send and Report	enum	Enum Value: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9
12	Remaining Time	countdown_left	Report Only	value	Value Range: 0-86400, Pitch: 1, Scale: 0, Unit: min
13	Fault Alarm	fault	Report Only	fault	Fault Value: fault1, fault2, fault3
14	Working Status	work_state	Report Only	enum	Enum Value: 1, 0

When online, connected products can generate data continuously and in real time.

Connected products store data on cloud servers. Devide Datapoint (DP) data is retained for 7 days by default and can be extended upon customer requests (requires purchasing extended storage services).

Access, share and erase Data

You can view, retrieve, and export your data in the App by following steps:

Go to the **Me** page in the App -> Tap the **Settings** icon in the top right corner -> **Privacy Policy Management** -> **Device Data Export** -> Select the device to export -> on the preview page, you can view the device data; to export, tap the export icon in the top right corner of the preview page and enter the email address to receive the exported data.

You can delete your data at any time by unbinding the device and selecting **Delete Data**.

Estimated data volume: Varies by device type, e.g., a smart plug or home appliance may generate only a few KB/day.

Transparency information for Service Providers

Nature of Data

Basic information about the smart device: device name, device ID, online status, activation time, firmware version, and upgrade information. Network configuration information: Wi-Fi information and location permissions, used solely for device network configuration and not uploaded to the cloud.

Device usage logs: sensor data and configuration commands sent from the App to the device. Different types of smart devices will report different functional data points. Estimated data volume: Varies by device type, e.g., video uploads may be around 50 MB/day, while a smart plug may generate only a few KB/day.

Collection frequency: Typically real-time or event-triggered (e.g., when a smart plug is switched on or off).

Access and export: You can view or export data through the App interface or request data export via the privacy settings page.

Storage and retention: Device usage logs are retained for 7 days and then automatically deleted.

Device usage logs include configuration commands sent to the device via the App (i.e., service data) as well as sensor data reported by the device.

We process product and related service data solely for the purposes of contract performance, security, troubleshooting, product improvement (where applicable), and advertising (where applicable). We share data with service providers acting as data processors for business purposes.

You can request the data for sharing with a third party:

One-time sharing: Users can export data through the App and manually provide it to the third party.

Continuous sharing: Users must submit a customer service ticket or send an email, and may withdraw the request at any time.

Contact for Data Questions

If you have questions or need support, you can contact us via:

eurom.nl/contact

eurom.nl/en/contact-en/

Complaints and dispute

You have the right to lodge complaints regarding our data handling practice with the competent authority of your country of residence.

Duration

As long as you maintains an active account this is valid. You may terminate the contract at any time by delating the account.