

EU Rokid Glasses – Data Compliance Statement

1.Types, Formats, and Estimated Volume of Data Generated

Types of Data:

- Device operation data, including Qualcomm AR1 processor load, battery voltage / battery level, network band adaptation status, etc.
- Usage behavior data, including launch frequency of the glasses system and mobile APP, frequency and duration of feature usage, etc.

Data Formats:

In compliance with EU regulatory requirements, all core data is generated in machine-readable formats.

- Device operation logs: CSV
- Sensor-related data: JSON

Estimated Data Volume:

- Normal usage: 10–30 MB per day
- Heavy usage (photography, real-time translation, navigation, etc.): 1–3 GB per day

2.Continuous and Real-Time Data Generation Capability

The product supports continuous and real-time data generation during operation, calls, photography, and standby.

Data Storage Capability and Retention Period

On-Device Storage

Temporary diagnostic and crash logs are automatically overwritten once exceeding 20 MB.

Remote Server Storage

Data is stored using EU-compliant third-party data centers (Firebase).

Account information is retained for the duration of the account.

User Rights to Access, Retrieve, or Delete Data

Users may submit requests via global-support@rokid.com.

Requests are handled in accordance with applicable EU laws.

3.Purpose of Data Collection

- To provide services in accordance with the Rokid Glasses / Hi Rokid App Service Supplementary Terms and any other applicable agreements;
- To provide, maintain, and improve Rokid Glasses and the Hi Rokid App;
- To conduct research and innovation for public interest purposes;
- To enhance security and integrity, and assess claims made by users and third parties;
- To transmit, store, or process **non-personal data globally**;
- To disclose data to third parties when required by law or applicable legal requests;
- To provide performance measurement, data analytics, and business services; and
- To use the data for other purposes as permitted by applicable laws when necessary.

4.Data Ownership:

Rokid International Limited

Suite 6503, 65/F, Central Plaza,

18 Harbour Road, Wan Chai, Hong Kong

Third-Party Data Processors

- EU cloud service providers
- Compliance and security audit institutions
- Third-party payment service providers

5. User Control Over Third-Party Data Transfers:

Users may manage third-party data sharing by navigating to **Settings → Third-Party Data Permissions** in the Hi Rokid App, where permissions can be enabled or disabled.

Alternatively, users may submit requests to enable or disable third-party data transfers by contacting:

global-support@rokid.com

6.Right to Lodge Complaints:

Users may first submit a complaint to Rokid via:

- The Hi Rokid App: “**My Account → Issues & Suggestions**”, or
- The official customer support email.

If dissatisfied with Rokid’s response, users have the right to lodge a complaint with the competent authority designated under **Article 37 of the EU Data Act**.

7.Commercial Confidentiality:

The data includes commercial secrets.

8. Contract Term:

Valid during use of the Hi Rokid App and terminates upon account deletion.