

Connected Product Data Information

Scope / Notes

- This document describes the typical categories of data generated and transmitted by Duux connected air treatment devices.
 - The exact data points and volumes can vary by model, firmware version, and user settings.
 - Markets covered: United Kingdom, Netherlands, Belgium, France, Germany, Italy, Spain, Greece.
 - Draft version 0.1 – 30 January 2026.
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1. Nature of the data generated by the connected product

Personal data (may be generated depending on features used)

- Account and profile data (e.g., email address, username, country/language settings) when the user creates a Duux account.
- Device association data (e.g., device nickname, household/family membership).
- Identifiers and technical data (e.g., device ID, app instance ID, IP address, approximate location inferred from IP).
- Optional location data when enabled (e.g., to set timezone, schedules, or local features).

Non-personal / product and service data

- Product status and configuration (e.g., on/off state, mode, fan speed/level, setpoints, timers, schedules).
- Firmware and software versions, feature flags, calibration parameters.
- Diagnostic and error messages (e.g., sensor faults, motor protection events, connectivity status).
- Consumption-related data (e.g., estimated runtime hours; where applicable: energy estimate derived from mode/speed).
- Maintenance data (e.g., filter life estimate, cleaning reminders, reset events).

- Sensor/environment data measured by the device (model-dependent): temperature, relative humidity, particulate matter (PM2.5), VOC/air quality index, and similar indoor measurements.

Customer usage data

- Interaction events (e.g., button presses in the app, changes made via the device panel or remote, schedule creation).
- Activity timestamps (e.g., when the device is turned on/off, when modes change).
- Voice assistant linkage status (if used).

General environment data (external)

- If the app shows local outdoor conditions, the app may retrieve weather data from a third-party provider based on the user's selected city or approximate location.

2. Estimated data volume

Data generated through user interaction

- Typical command and event payload: ~0.5–2 KB per action (e.g., change speed/mode, set schedule).
- Typical heavy interaction day: ~50–200 actions → ~25–400 KB/day.

Data generated when the product is in standby or switched off

- Heartbeat / connectivity status (where supported): ~0.2–1 KB per heartbeat.
- Typical standby telemetry: 5–60 minute interval → ~5–300 KB/day (depending on model and settings).
- When switched off: minimal or none; some models may still send infrequent connectivity checks.

Continuous sensor telemetry (when enabled)

- Typical sensor upload: ~0.3–1.5 KB per sample.
- Typical sampling interval: 1–5 minutes → ~100–2,000 KB/day (~0.1–2.0 MB/day).

3. Data format

- Data is typically transmitted in structured formats such as JSON (and/or protocol payloads converted to JSON on the server side).
- Exports (if available) are typically provided as CSV or JSON files.

4. Continuous / real-time generation

- Yes. Many connected models can generate sensor and status data continuously while operating.
- The app may display near-real-time values (refresh rates typically from a few seconds to a few minutes, depending on the model and network conditions).

5. Where the data is stored

- On-device: short-term cache and settings required for operation (e.g., last mode, schedules).
- Mobile app: local cache on the user's phone/tablet for performance and offline viewing.
- Remote servers: service data may be stored on secure cloud infrastructure (typically within the EEA for EU markets).

6. Data retention duration

- Account data: retained while the account is active; removed after account deletion (subject to legal retention obligations).
- Device telemetry and history (if enabled): typically retained for a limited period (e.g., up to 24 months) to provide charts and insights.
- Diagnostics/logs: typically retained for a shorter period (e.g., 30–180 days) for troubleshooting and service quality.

7. How the user may access the data

- Access is provided via the Duux mobile application (smart features, charts, and device status).
- Some data may be available via in-app export (where supported) or upon request through customer support

8. How the user may retrieve the data (technical steps)

- Install the Duux app (iOS/Android) and pair the device to Wi-Fi.

- Log in (only required for certain features such as sharing, schedules, charts, and voice assistants).
- Open the device page in the app to view current status and sensor values.
- If export is available: navigate to **Settings** → **Data/History** → **Export** and follow the on-screen steps.
- If export is not available: contact support at **service@duux.com** and request a copy of your account/device data.

9. How the user may erase the data

- Remove the device from the app (unpair/delete device) to stop data transmission for that device.
- Delete the app to remove locally stored cache from the mobile device.
- Request account deletion and/or data erasure by contacting **privacy@duux.com**. You may be asked to verify account ownership.
- After processing, associated cloud-stored data is deleted or anonymized according to internal retention policies and legal obligations.

10. Terms of use

- Privacy policy: <https://duux.com/en/privacy-policy/>
- General terms and conditions (EU): <https://duux.com/algemene-voorwaarden/>
- UK terms and conditions (UK): <https://duux.co.uk/terms-conditions/>

11. Quality of service (APIs/SDKs)

- The Duux app and connected services are provided on a best-effort basis and may be subject to maintenance windows.
- Public APIs/SDKs: not provided for end users unless explicitly stated for a specific integration.
- If a partner/API integration is offered for a specific product, documentation is provided as part of that integration.