

## 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 Alutherm XS Series, models listed below:

Model:	Product code:
Alutherm White 400 XS Wi-Fi	360813
Alutherm White 400 XS Wi-Fi (Swiss plug)	360820
Alutherm White 800 XS Wi-Fi	360837
Alutherm White 800 XS Wi-Fi (Swiss plug)	360844
Alutherm White 1200 XS Wi-Fi	360851
Alutherm White 1200 XS Wi-Fi (Swiss plug)	360868
Alutherm Black 400 XS Wi-Fi	360523
Alutherm Black 400 XS Wi-Fi (Swiss plug)	360530
Alutherm Black 800 XS Wi-Fi	360547
Alutherm Black 800 XS Wi-Fi (Swiss plug)	360554
Alutherm Black 1200 XS Wi-Fi	360561

### 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 Alutherm 400 XS 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: 0-37, Pitch: 1, Scale: 0, Unit: °C
3	Current Temperature	temp_current	Report Only	value	Value Range: -9-99, Pitch: 1, Scale: 0, Unit: °C
4	Mode	mode	Send and Report	enum	Enum Value: manual, auto
6	ECO Mode	eco	Send and Report	bool	
21	Fault Alarm	fault	Report Only	fault	Fault Value: 1, 2, 3, 4
23	Week Program Mode	week_program_mode	Send and Report	raw	
101	Sensor omgevingstemperatuur	sensor_temp	Send and Report	value	Value Range: -20-50, Pitch: 1, Scale: 0, Unit:
102	Sensor ingestelde temperatuur	sensor_temp_set	Send and Report	value	Value Range: 0-37, Pitch: 1, Scale: 0, Unit:
103	Sensor aan/uit	sensor_switch	Send and Report	bool	
104	Sensor bindingsstatus	sensor_status	Send and Report	bool	
105	Sensorgroepregeling	sensor_control	Send and Report	bool	
106	Sensor datastatus	sensor_data	Report Only	bool	
107	Verwarmingsstatus	sensor_heating	Report Only	bool	
108	Wekeljkse timer (synchronisatie)	week_program_sy	Send and Report	raw	
109	ECO-status	eco_status	Send and Report	bool	
110	Frost Protection	fp_mode	Send and Report	bool	

Product data table Eurom Alutherm 800 XS / 1200 XS 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: 0-37, Pitch: 1, Scale: 0, Unit: °C
3	Current Temperature	temp_current	Report Only	value	Value Range: -9-99, Pitch: 1, Scale: 0, Unit: °C
4	Mode	mode	Send and Report	enum	Enum Value: manual, auto
5	Heat level	level	Send and Report	enum	Enum Value: low, mid, high, off
6	ECO Mode	eco	Send and Report	bool	
21	Fault Alarm	fault	Report Only	fault	Fault Value: 1, 2, 3, 4
23	Week Program Mode	week_program_mode	Send and Report	raw	
101	Sensor omgevingstemperatuur	sensor_temp	Send and Report	value	Value Range: -20-50, Pitch: 1, Scale: 0, Unit:
102	Sensor ingestelde temperatuur	sensor_temp_set	Send and Report	value	Value Range: 0-37, Pitch: 1, Scale: 0, Unit:
103	Sensor aan/uit	sensor_switch	Send and Report	bool	
104	Sensor bindingsstatus	sensor_status	Send and Report	bool	
105	Sensorgroepregeling	sensor_control	Send and Report	bool	
106	Sensor datastatus	sensor_data	Report Only	bool	
107	Verwarmingsstatus	sensor_heating	Report Only	bool	
108	Wekelijkse timer (synchronisatie)	week_program_sy	Send and Report	raw	
109	ECO-status	eco_status	Send and Report	bool	
110	Frost Protection	fp_mode	Send and Report	bool	

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](https://eurom.nl/contact)

[eurom.nl/en/contact-en/](https://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 maintain an active account this is valid. You may terminate the contract at any time by deleting the account.