



Data Act Notice

1. Who is Responsible

This notice applies to the connected devices, associated services, and mobile applications (collectively, "Nexa Smart Home") provided by Nexa Trading AB. By using and activating Nexa Smart Home, you accept this Notice and consent to the collection, use, and sharing of data as described herein.

2. Why We Issue This Notice

As per the EU Data Act (Regulation (EU) 2023/2854), when a product is network-connected and allows for data generation, transparency about data handling is required. We publish this Notice to clarify what data we collect, how we process it, with whom we share it, your rights as a user, and how you may manage or request data access.

3. What Products and Services Are Covered

Nexa Smart Home includes:

- Network-enabled hardware (e.g., sensors, controllers, actuators) that form part of your installation.
- A mobile or web application enabling configuration, status monitoring and control of the hardware.
- Cloud or backend services that receive, process and store data from the hardware/app.

Depending on model, settings, user-preferences and functionality enabled, the exact data collected may vary.

4. Data We Collect

We collect data in the following broad categories:

4.1 Device & Usage Data

- Device identifiers, firmware versions, hardware model details.
- Connection logs, uptime/downtime statistics, signal strength and network status.
- Operational states of devices (e.g., on/off, open/closed, active/inactive).
- Commands or control inputs issued via app or automation.
- Error, diagnostic, crash or support logs.

4.2 User & Account Data

- Account information (such as username, hashed password, language preference, contact email).
- Login timestamps and session data.
- Approximate location based on IP address for connectivity/security purposes.

4.3 Performance & Analytics Data

- Data about system performance: latency, communication volume, frequency of events.
- Aggregated analytics used to improve product reliability and functionality.

5. Why We Process the Data

- Deliver the core functionality of Nexa Smart Home (e.g., remote control, monitoring, scheduling).
- Maintain, update and support the hardware and software (including diagnostics, firmware updates).
- Ensure security, prevent fraud or misuse, and manage service availability.
- Comply with legal or regulatory obligations when required.

6. How and Where the Data Is Stored

- Data is stored either locally on the device or remotely in our secured cloud infrastructure.
- Wherever possible, data is stored within the European Economic Area (EEA) and Sweden
- Retention times depend on the data category: for example, operational logs may be retained for up to 12 months; account data may be retained until account deletion.

7. With Whom We Share Data

- We do not sell your personal data to third parties.
- We may share data with third-party service providers (e.g., cloud hosts, newsletters) under contract and only for the purposes identified above.
- Data may be transferred to new owners or new devices when you transfer ownership, provided the new user accepts these terms.
- In extraordinary cases (e.g., emergencies, regulatory orders), public authorities may request access consistent with applicable law.

8. Your Rights and Choices

- Access – Request a copy of the data collected and processed about you.
- Deletion – Ask for deletion of your account and associated personal data, unless otherwise legally required.
- Correction – Request correction of inaccurate data.
- Data transfer – With certain limitations, ask for your data to be exported or sent to another service provider.

To exercise your rights, you may contact us at support@nexa.se or use the in-app settings where available.

9. Default Privacy Settings & Consent

By default, only the essential data required to operate Nexa Smart Home is enabled. Optional features (such as analytics, additional integrations) require explicit user consent. If we introduce new data categories or purposes, we will notify you and request renewed consent.

10. Security Measures

We employ technical and organisational measures to protect your data, including encryption of communications, secure access controls, periodic audits of our systems, and log-monitoring. If we discover a security breach that may compromise your data, we will notify you and relevant authorities in accordance with applicable laws.

11. Change History and Updates

We may update this Notice from time to time (for example, to reflect new features, regulations, or business practices). When changes are significant, we will provide you with notice (e.g., via the app or email) and, where required, obtain your consent. The 'Effective' date of the current Notice is 2025-10-01.

If you have questions regarding this Notice or our data practices, please contact us at:

Nexa Trading AB (556327-6319)

Tallvägen 5

564 35 Bankeryd

Email: support@nexa.se

Phone: +46 (0)75-242 47 00

Thank you for using our connected products and trusting us with your data.

Nexa Trading AB
2025-10-01