



EU Regulation 2023/2854 Harmonised rules on fair access to and use of data (EU Data Act)

REGULATION (EU) 2023/2854 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828 (Data Act) in summary states that a customer within the European Union is entitled to access data that is collected while using a cloud connected device within the EU.

Data Type and Volume: Logs will have event information about the user actions performed in the system and system details (like MacAddress, ProductInfo, SoftwareVersion and License). The logs are stored in the Common Data Format (CDF) with file extension as .xml. The estimated file size after a typical day will be less than 5 kb.

Data Generation Mode: Data is generated continuously and in real-time. The data is uploaded periodically for connected systems, by default every 4 hours and can be set to upload from once per hour to once per 24 hours.

Data Storage: Data is stored on the device until storage is filled, typically the logs generated will last on the device until the device has its data deleted. For data within PRS log data is stored no longer than 4 days. For data within ASP(RADAR) the raw data is retained for 10 years. Both PRS and ASP(RADAR) are hosted in the cloud by AWS (Northern Europe). A subset of the data (transformed) for diagnostics and R&D is stored in databases with retentions defined per table and that vary between a few months to some years.

User Access: Data is limited exclusively to Philips employees who are entitled to see it because of their function. For customers, a customer service request must be made via Philips Customer Support who will then retrieve the logs and securely transfer to the customer in a reasonable time frame.

