

Reolink EU Data Act Notice

Reolink Innovation Limited together with its affiliated companies (“Reolink”, “Data Holder” or “We”) collects and processes data from connected products and related services under the EU Data Act (Regulation (EU) 2023/2854) (“Data”).

The purpose of this EU Data Act Notice (“Notice”) is to inform our user (“User” or “You”) of all applicable Reolink devices (“Product”) and/or related services under Article 3(2) and Article 3(3) of the EU Data Act about the collection of Data and the rights of the user in relation to such Data.

All Products can be connected with Reolink app, and are capable of generating Data continuously and in real time.

1. Types, formats, estimated volume and collection frequency of Data

Types	Formats	Estimated Volume	Collection Frequency
Device status information	Text	Typically a few KB per day, depends on reporting frequency	Depends on device reporting settings
Operational logs	Text	Normally a few MB per month, depending on how often the user changes settings or operates the device	Event-driven, varies by user operations
Video / Audio / Image data	.mp4(video), .wav (audio), .jpeg (image)	May range from several GB to hundreds of GB per month, depending on device model, SD card capacity and recording mode	User-controlled (continuous/motion-triggered/scheduled)
Alarm/Push notification data	Text, image	Typically a few MB per week, varies with settings and actual events	Event-driven, depends on settings
Device settings information	Text	Only a few KB to MB in total per device	Not applicable (collected when device is set up or modified)

2. Data storage options and duration of retention

2.1. Data storage options

Data is either stored locally on the local storage media (e.g. SD card), or in Reolink cloud storage (if the User have subscribed to Reolink cloud services and have bound the Product to active cloud plans). All Data storage options are entirely under User’s control.

2.2. Duration of retention

If the Data is stored locally, the duration of retention of such Data shall depend on the User’s choice (e.g. cease to use the related services).

Alarm/push notification Data may be stored for up to 7 days if the Product has Notification Center feature.

If the Data is stored in Reolink cloud storage, Reolink currently provide a duration of retention for up to 60 days.

3. User access, retrieve and erase

You may access, retrieve and erase non-personal Data through the Reolink app or by contacting us through one of the contacts listed in the “Contact” section of this Notice, subject to our identity verification security controls (if applicable).

For personal Data (as defined under General Data Protection Regulation (Regulation (EU) 2016/679)), please refer to our [Privacy Policy](#).

Certain Data may contain trade secrets of Reolink. As the holder of such trade secrets, Reolink will protect them accordingly, whilst continuing to fulfill its obligations under the EU Data Act to provide Users access to the Data as required.

4. Purposes

Reolink collects and processes the Data to provide Users with our core services and functionalities of the Product and Reolink app, to provide support and maintenance services and to improve our Products and services, subject to applicable laws and regulations.

For more information, please refer to our [Privacy Policy](#).

5. Share with third parties

Reolink may engage third parties to act as our service providers and share Data with them to fulfill the purpose mentioned above. You can learn more by visiting our [Privacy Policy](#).

Under our Device Sharing feature, you may choose to explicitly authorize third parties to access your Data and revoke such authorization at any time.

Under our Smart Home feature, you may choose to explicitly authorize Reolink to share necessary Data with third parties (e.g. Amazon Alexa, Google Home) and revoke such authorization at any time.

For more information, please refer to the corresponding introduction page on Reolink app.

6. Right to lodge a complaint

Users shall have the right to lodge a complaint with the relevant competent authority designated under Article 37 of the EU Data Act, in the Member State of their habitual residence, place of work or establishment.

7. Contract term and termination

The contract between User and Reolink for the related services shall commence when the User first activates or uses the relevant service, and shall be effective until User or Reolink terminates the service (e.g. Users choose to delete their Reolink account).

For more information, please refer to our [Terms & Conditions](#) and [Privacy Policy](#).

8. Contact

Users may exercise their rights under the EU Data Act by contacting Reolink Innovation Limited, FLAT/RM 705 7/F, Fa Yuen Commercial Building 75-77, Fa Yuen Street, Mong KoK, KL, Hong Kong via the following methods: by using the information on our “[Contact Us](#)” page, by sending an e-mail to dpo@reolink.com, or by submitting a support case via support.reolink.com.