SOUNDBOKS

EU Data Act
How SOUNDBOKS Handles Your Data

Introduction

The EU Data Act (Regulation (EU) 2023/2854) strengthens your rights as a user of connected products in Europe. One of its main goals is to ensure that people who use connected devices can see and access the data those products create during everyday use.

At SOUNDBOKS, we support this principle. We aim to keep things clear, fair, and simple when it comes to how your device data is handled.

What the law means for you

Under the Data Act, companies that make or sell connected products must:

- Tell customers what type of data a product generates.
- Explain how that data may be used.
- Give users a way to access their own data.

What kind of data are we talking about?

The Act focuses on data generated and stored while you use the product, such as:

- **Operational data**: settings you adjust (e.g. volume, power on/off), device status, firmware version.
- **Performance data**: Bluetooth connection status, pairing state, app connection events, error messages.

Data used only for internal diagnostics after a failure (e.g. logs that can only be read during repair or teardown) are not considered "accessible" under the Act.

SOUNDBOKS products and available data

For products in scope of the EU Data Act, view the table below:

Product	Examples of data recorded	How to access it
SOUNDBOKS (Gen 3)	Firmware version*, device ID, app connection events, volume setting, power on/off state, user settings	By request to customer service
SOUNDBOKS Go	Firmware version*, device ID, app connection events, volume setting, power on/off state, user settings	By request to customer service
SOUNDBOKS 4	Firmware version*, device ID, app connection events, volume setting, power on/off state, user settings	By request to customer service
LIGHTBOKS	Firmware version*, device ID, light mode settings, power on/off state, app connection events, user settings	By request to customer service
Future products (launched after Sept 2026)	Expanded usage and performance data, designed for easier access/export	Will be available directly through updated software/app features

Accessible through the APP

How to request your data

Any user of a SOUNDBOKS product can request access to data generated by the device by contacting our support team → www.SOUNDBOKS.com

To help us protect your data and ensure it's released securely, please provide:

- Product serial number
- Proof of association with the product
  (e.g., purchase receipt, rental agreement, or picture showing the serial number and product)

We aim to process requests within four weeks.

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FAQ

Who qualifies as a "user"?
Any individual or organization that uses a connected product — regardless of whether they own, lease, or rent it.

Can I share my SOUNDBOKS data with someone else?
Yes. The Data Act allows you to request your data and have it transferred to a third party provider if you choose.

Does this apply to Bluetooth-only devices?
Some suppliers interpret the law as covering only Wi-Fi products. Our view is that if a product generates and stores usage data during operation, users should have the ability to request it.

Will I be charged for requesting my data?
No. Access to data under the Data Act is free of charge.

What happens to my information after a request?
Your data will only be used to process your request and will be handled in line with GDPR and other applicable data protection rules.