

DATA ACT RELATED SERVICE DATA DISCLOSURE

This Disclosure covers the following related services:

- Dell SupportAssist for Business PCs collects data from the following connected product(s):
 - Client devices both on Intel x64 and Qualcomm Arm64-based processors running Windows 10 & 11 OS
 - Laptops and desktops: Dell Latitude, Dell Precision, Dell OptiPlex, Dell Inspiron, Dell XPS, Alienware, Dell Vostro, Dell Pro, Dell Pro Max
 - Video conferencing room solution: Logitech and Dell OptiPlex devices

Connected Product Information

Type, Estimated Volume, and Collection Frequency of Product Data:

Note: As used in this Disclosure, “Product data” means raw and pre-processed data generated by the use of a connected product that Dell has designed to be retrievable.

The connected product generates various types of product data, including:

- Direct Identifiers, Indirect identifiers, Usage analytics, device information, preference data and log files

Dell collects approximately the following amount of product data from the connected product:

Event	Frequency of the event	Data consumption for one PC
Registering SupportAssist	Once after deployment	15 KB
Sending PC information or minimum telemetry data	Once every 6–24 hours	4 KB
Uploading PC information during scheduled scans	Weekly or monthly as configured in SupportAssist preferences	120 KB
Sending periodic PC monitoring information	Every 30–45 days after deployment	135 KB
Sending alert and system state information	When an alert is detected or when a failure is observed	145 KB
Creating support request	When an alert qualifies for creation of a support request	160–350 KB
Checking for SupportAssist version upgrades	Once every week	16 KB
Upgrading to the latest SupportAssist version	When the latest version is available	318 MB
Checking for Dell recommendations for PC updates	Twice a week	1.2-11.2 MB
Checking for smart PC update recommendations	Twice a week	65 KB
Sending PC insights (Health and application experience information)	Once every hour	2320 KB

Related Service Information

Type and Estimated Volume of Related Service Data:

Note: As used in this Disclosure, “related service data” means raw and pre-processed data representing the digitization of user actions or of events related to the connected product, recorded intentionally by the user or generated as a by-product of the user’s action during the provision of the related service by Dell.

The related service generates various types of related service data, including:

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- Direct Identifiers, Indirect identifiers, Usage analytics, device information, preference data and log files

The related service generates approximately the following amount of related service data:

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Data Storage:

The related service stores product data and related service data (collectively called “readily available data”) on remote, Dell-managed servers.

Duration of Retention of Data:

Readily available data is generally retained for 90 days. This retention period does not apply to data that has been de-identified so that it does not identify any individual person or customer.

Access to Data:

Users can review a copy of their readily available data currently in Dell’s possession by visiting the [Dell Privacy Center](#) and selecting [Request Data Access](#), then choosing the EU Data Act request option.

Use of Product Data and Related Service Data:

Dell leverages the readily available data for the following purposes:

- Improving Product Functionality and Performance and Predictive Maintenance

Third-Party Usage:

We do not plan to share the readily available data with our service providers.

Dell’s Contact Information:

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For more information about the Data Act, access requests, and more, and to contact us with any questions, visit the [Dell Security and Trust Center](#).

Data Sharing Requests:

If you wish to provide access to your readily available data in Dell's possession to a third-party, please include a signed copy of the [EU Data Act Third-Party Request Form](#) with the submission of the EU Data Act Request.

User Rights and Complaints:

If you believe that your rights under the Data Act have been infringed, you or your organization have the right to lodge a complaint with the relevant competent authority in the Member State of your habitual residence, place of work, or establishment.

Trade Secrets:

The readily available data does not contain Dell trade secrets.

Agreement Duration and Termination:

Consult the agreement between you and Dell Technologies for the provision of the related service for information about the terms of the agreement and instructions on how to terminate.

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