

DATA ACT RELATED SERVICE DATA DISCLOSURE

This Disclosure covers the following related services:

- SupportAssist PC Insights collects data from the following connected product(s): Dell PCs with SupportAssist for Business PCs

Connected Product Information

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:

- Device Information, Application Data, Hardware Data, and DDV

Dell collects approximately 800 KB of product data from the connected product per day.

| Metric | Average Daily Size |
|------------------|--------------------|
| Hardware data | 3200 KB |
| Application data | 26 KB |
| Health data | 2 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 does not generate any related service data.

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 Technologies [Privacy Center](#) and selecting [Request Data Access](#), then choosing the EU Data Act request option.

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Use of Product Data and Related Service Data:

Dell leverages the readily available data for the following purposes:

- Personalization and Customization

Third-Party Usage:

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

Dell's Contact Information:

Dell Products Unlimited Company
70 Sir John Rogerson's Quay
Dublin, D02 R296
Ireland

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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