EU Data Act Compliance Overview

Introduction to EU Data Act

The **EU Data Act (Regulation (EU) 2023/2854)** introduces harmonised rules on fair access to and use of data generated by connected products and related services. Teltonika Networks, as a manufacturer of connected hardware and provider of remote management and monitoring solutions, is subject to these rules. This document outlines what data is generated by Teltonika Networks' devices and services, under what conditions it is collected or accessed,

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Our Obligations under the Data Act

In line with Regulation (EU) 2023/2854, we confirm:

- We will not use your data to compete against you or to obtain unfair advantages.
- We will not impose restrictions preventing you from accessing or transferring your data.
- We will inform you what data is available and how they can be accessed.
- We will provide interoperable interfaces (e.g., APIs or data export functions) for effective data portability.

Products and services

Products – Routers, Gateways, Access Points, Managed Switches

- **Type of Data**: Depends on the specific product model, hardware configuration, and software version.
- **Default Data Collection**: Certain data is collected by default as part of the standard device or service operation.
- **Data Access Method**: WebUI, SSH, public API methods provided by Teltonika Networks.
- **API Documentation**: https://developers.teltonika-networks.com/
- **Data Use**: Data is primarily processed locally on the device or by the user, depending on configuration and use case. Certain telemetry data may be collected by Teltonika Networks devices and transmitted to the FOTA service to support its core functionality. Detailed information regarding the type and conditions of data collection is provided in the FOTA section

RMS – Remote Management System

- **Type of Data**: Depends on the user‘s device configuration, selected features, and specific device API capabilities.
- **Default Data Collection**: Data is collected only after the device is added to the RMS system and configured by the user in accordance with their selected settings.
- **Data Access Method**: Data becomes accessible only after user configuration is enabled. Access is available through WebUI or RMS API methods.
- **API Documentation**: https://developers.rms.teltonika-networks.com/pages/api.html
- **Data Use**: Data is stored securely and only used for the functioning of RMS services as configured by the user.

RUT FOTA – Firmware Over-The-Air

- **Type of Data**: Device telemetry data as listed in the table below.
- **Default Data Collection**: Certain data is collected by default, while other data listed in the table is only collected when data analytics is explicitly enabled by the user.
- **Data Access Method**: Data is available only after user has enabled analytics and explicitly allowed collection. Access can be requested via Teltonika Networks support.
- **API Documentation**: Not directly exposed; request-based access via Contact Form https://teltonika-networks.com/about-us/contacts
- **Data Use**: Data is used exclusively for the operation of the FOTA service. Not shared externally. Until data analytics is not enabled, we won't be able to provide data.

Data Field	Requires Analytics Enabled
Serial number	Yes
MAC address	Yes
IMEI	Yes
Enabled services	Yes
Firmware version	No
Hardware/Product code	No
Modem IDs	No
Modem versions	No
Firmware update logs	No
Modem update logs	No
Access logs	No

Sentry – Real-Time Error and Performance Monitoring

- **Type of Data**: Diagnostic and performance data including error traces and system information.
- **Default Data** Collection: Data is not collected automatically and will only be processed if the user explicitly enables data analytics.
- **Data Access Method**: Data is not linked to a specific device unless additional identifiers are configured by the user.
- **API Documentation**: Not applicable. Export is not supported due to lack of unique device attribution.
- **Data Use**: The data is utilized internally by Teltonika Networks for the purposes of monitoring, diagnosing, and resolving software performance issues. However, it cannot be exported, as the specific product generating the data cannot be identified.
- **Collected Diagnostic Data Includes**:
  - Error stack trace
  - Line of code where the error occurred
  - User interaction history (UI clicks, API requests, console output)
  - URL of the error
  - Product name
  - Firmware version

- API version
- Selected language
- Browser and version
- Operating system and version