

realme EU Data Act

This page includes information relevant to the EU Data Act (Regulation (EU) 2023/2854 of the European Parliament and of the Council of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828) (the Data Act).

1. Data Holder

Name: Realme Chongqing Mobile Telecommunications Corp., Ltd. (“realme”), hereinafter referred to as “**We**” or “**Us**”.

Registered Address: No.178 Yulong Avenue,Yufengshan,Yubei District,Chongqing,China.

2. Connected Products Overview

According to Article 2 of the Data Act, Connected Product means an item that obtains, generates or collects data concerning its use or environment and that is able to communicate product data via an electronic communications service, physical connection or on-device access, and whose primary function is not the storing, processing or transmission of data on behalf of any party other than the user.

We offer the following connected products whose functions and further information are described in this notice:

Smartphones, smart watches, smart earphones.

3. Data Generated/Collected by Connected Products

Connect ed Product	Data Name	Data Descri ption	Data Format	Estimat ed Volume	Continuo us Real-time Generation	Storag e Locati on	Storage Duration	Path for accessing, retrieving, and deleting data
Smartph one/Tab let	Displ ay Infor matio n	Screen Refres h Rate	int	2byte	Yes	Device	Until manually deleted by user	Enable the developer mode - Show refresh rate

Smartphone/Tablet	Haptic Settings	Motor Vibration Intensity	string	16byte	No	Device	Until manually deleted by user	The Motor Vibration Intensity cannot be accessed in general scenarios. Settings - System & Update - Keyboard & input method - Manage keyboards - Gboard - Preferences - Vibration strengthen on keypress
Smartphone/Tablet	Audio Settings	Format of Audio Recording, Sound Effects	string	16byte	No	Device	Until manually deleted by user	Format of Audio Recording : My Files - Select the recording file, can view the relevant file extension Sound Effects: Settings - Apps - App management - the icon in the left corner

								- Show system - Audio Effect Center
Smartphone/Tablet	Photo Settings	Image Format , Shooting Mode,	string	16byte	No	Device	Until manually deleted by user	Image Format: Photos- - Select a photo - More - Details Shooting Mode: Camera, and in the options above the capture button, you can select the photo mode
Smartphone/Tablet	Video Settings	Video Format	string	16byte	No	Device	Until manually deleted by user	My Files - Select the video file, can view the relevant file extension
Smart Earphones	Status Information	Device Dual Connection Information, LHDC Inform	Binary Files	2KB	Yes	Device	Until manually deleted by user	Device Dual Connection Information: realme link - My device - Dual-

		ation						Device Connectio n LHDC Informatio n: realme link - My device - High- definiton Sound
Smart watches	Basic Infor matio n	Mac Addres s, Device Model, Device Name, Device SN (Serial Numbe r), Firmw are Versio n Numbe r	Mac Address : uint8 Other data: String	Based on the user's actual usage.	Yes	Both on- device and on a remote server	Continuou sly stored during use	Settings - About - Details
Smart watches	Powe r Cons umpti on	App Power Consu mption Details	String	50KB	No	Device	Until manually deleted by user	Swipe down on the dial interface - Quick Menu View

Data means any digital representation of acts, facts or information and any compilation of such acts, facts or information, including in the form of sound, visual or audio-visual recording.

The path for accessing, retrieving, and deleting data may vary according to the connected products you use.

For disclosures that complies with GDPR requirement, please refer to our [Privacy Notice](#).

4. User Data Access, Erasure and Portability

Individuals or legal entities using our Connected Products hereinafter referred to as (“Users”) have the right to request access to, erasure of, or export data generated/collected by Connected Products in the following ways in accordance with the Data Act:

Users can request access to, erasure of, or export Data generated/collected by Connected Products through [Contact and Data Request Channel].

5. Data sharing and Compliance with requests for Data

Data generated by our Connected Products may be shared with third parties under Articles 4 to 7 of the EU Data Act, applicable to the following requesters:

5.1 Business-to-Business (B2B) Access Requests

Based on the user’s explicit consent or under other applicable Union law or national legislation adopted in accordance with Union law;

Contracts shall specify: Purpose limitation, Confidentiality obligations, Data security measures, Prohibition of misuse.

5.2 Business-to-Government (B2G) Access Requests Based on Article 14-18 of Data Act

Permitted under Article 15 for emergencies or legitimate public tasks (e.g., natural disasters, public safety, pandemics);

Data transmitted via encrypted secure channels with strict purpose binding;

Government entities must submit formal written requests that comply with the requirement of Article 17 of the Data Act, along with access logging;

5.3 Third parties may submit requests through [Contact and Data Request Channel].

6. Data security and protection mechanism

To ensure that data generated by Connected Products manufactured by Realme Chongqing Mobile Telecommunications Corp., Ltd. is fully secure during transmission, storage and access, the company adopts the following technical and organizational safeguards:

- Implement full security encryption during storage and transmission to prevent data from unauthorised access, use or disclosure (such as by using SSL to encrypt many Services).

- Regularly review practices regarding data collection, storage and processing (including physical security measures) to prevent unauthorised access to or tampering with our various systems and data.
- Establish access rights management mechanism to authorize only necessary personnel to access data.
- Conduct security and privacy protection training, testing and other activities to enhance employee awareness of and proficiency in data protection
- Use international and industry-recognised standards to protect your data and actively pursue relevant security and privacy protection accreditation.

7. Interoperability Notes

We ensure that the recipient can process the data in a structured, common and machine-readable format in order to comply with the interoperability requirements of Articles 33 of the Data Act.

8. Data Use Restrictions and Prohibition

Without realme's express written authorization or, unless legally required, the data shall not be used for the following purposes:

- Used to develop competitive products;
- Perform algorithm reverse engineering;
- Use data to derive insights about the economic situation, assets and production methods of the manufacturer or, where applicable the data holder;
- Use data for advertising or user profiling;

9. Contact and Data Request Channel

Service channel	Email
EU	service.eu@realme.com
Poland	service.pl@realme.com
France	service.fr@realme.com
Italy	service.it@realme.com
Spain	service.es@realme.com

Please indicate "Data Request Notice" in the subject of your email sent to us.

10. How we Update

We will publish updated information regularly based on legal requirements and business needs. All updates will be announced through the company's official website and related channels.