

DATA NOTICE FOR WIZ (“DATA NOTICE”) - EUROPE

Version: September 2025

This Data Notice explains how you can access and share certain data related to your WiZ products and services, including what data is covered and how we handle it in Europe. Don't forget to check the Annex(es) for important extra details or exceptions that may apply.

We're Signify Netherlands B.V., the company behind the WiZ products and services, located at High Tech Campus 48, 5656 AE Eindhoven, The Netherlands. You can see more information on us below – check the section “How can you reach us”.

When we use “you”, we mean the “Admin” / “Owner” or “Authorized User” of a WiZ system – check section 2 of [WiZ Terms of Use](#) to understand if you are an “Admin” / “Owner” or “Authorized User”. If you are an “Authorized User”, you will have limited access to Data generated by WiZ products and services in your household unlike an “Admin” / “Owner”, who has broader access rights. Just a heads-up: we might ask you for some details to confirm if you're the “Admin” / “Owner” or “Authorized User” when needed—this helps us keep your Data safe and make sure it's shared with the right person.

For personal data, our Privacy Notice (available at <https://www.wizconnected.com/privacy-notice>) applies and takes priority over this Data Notice.

When we mention certain terms in this Data Notice—like “Readily Available Data”, or “Data Holder”—we're using them as defined in the EU Data Act. You can find a Glossary at the end of this Data Notice to help explain some of the key terms. Just so you know, these definitions are simplified to make them easier to understand like the rest of this Data Notice. For the exact legal wording, you can always check the definitions in [the EU Data Act](#).

1. What Data is included? (type, format, collection frequency and volume)

The Data covered in this Data Notice are indicated in the Annex(es) and apply for Europe – we use the term “Data” in this Data Notice for “Readily Available Data” unless we indicate otherwise.

We’ve grouped Data into two sections: “Product Data” and “Related Services Data”.

The below table gives you additional information:

	Product Data	Related Service Data
Format	JSON	JSON
Collection Frequency	Typically, a 0-100 data items per day, depending on the usage of the system	Typically, a 0-100 data items per day per individual product, depending on the usage of the system
Volume	Typically, 0-100KB per day per individual product	Typically, 0-100KB per day per individual product
Continuous and Real-Time Data Generation	Product data is only generated when events happen or states change.	

2. **How do we store Data?**

Please check the Annexes to see how long we keep Data for each WiZ product and service.

Data in products is stored only temporary and is overwritten when a new state is recorded. No history or logs are saved on the product.

If we store Data, we do so in cloud-based servers. We may transfer Data to countries located outside of the European Economic Area. For more information on this topic, check out the Section “When Do We Transfer Your Personal Data Abroad” in our Privacy Notice.

3. **How can you access, share and erase Data?**

You can get access either directly or indirectly.

If you want direct access to Product Data, note that nearly all our WiZ products (other than the WiZ Camera) have a local control API publicly available at <https://gitlab.com/wizlighting/wiz-local-control> allows access to Product Data from WiZ lights and accessories, in real time. To get direct access, you need to be an “Admin” / “Owner”—since it gives you access to all the Product Data generated in your household.

Direct access through local API requires some technical skills and tools. If that sounds complicated, don’t worry — you can always request your Data in an easier way through indirect access. Just submit your request via our [online intake form](#) and you will receive your Data (as Readily Available Data) in a bulk file via email.

If you want to share your Product Data, through direct access, with someone in Europe (a “**third party**”), no problem — it’s simple! Just ask the third party to visit <https://gitlab.com/wizlighting/wiz-local-control> and follow the instructions on that page.

You can always stop a third party from having direct access to your Product Data by removing their Wi-Fi access or disabling “Allow local communication” toggle in the Settings (My home/Security) of your WiZ App.

If you’d like a third party to receive your Data (as Readily Available Data) through indirect access, you can let us know by selecting that option in our [online intake form](#).

We will transfer only Product Data and Related Service Data that you request or authorize, including related information to use it (e.g., metadata). We will not share personal data of you without your explicit consent. You should arrange with those that you share Product Data and Related Service Data with to safeguard and use it responsibly, for example that they protect it with appropriate security measures and only use it for the service you obtain from them. They’re not allowed to use Product Data and Related Service Data to develop products that compete with the WiZ products, and they can’t sell or share Product Data and Related Service Data with anyone who isn’t authorized.

You agree to use Product Data and Related Service Data responsibly and not share it in harmful ways. Sharing Product Data and Related Service Data will not cost you anything.

Want to erase your Data?

Here’s how you can do it, depending on the type of data:

- **Data (as Readily Available Data)[1]:** You can send us a [privacy deletion request](#).
- **For on-device data:** Perform a factory reset on your WiZ product.

- **For data locally stored on your WiZ App:** You can simply uninstall the application.

4. **How do we use Data?**

We explain in section 3b of [WiZ Terms of Use](#) how we and our Signify group affiliates use Data. We shall only share Data with third parties as we describe therein.

5. **How can you reach us**

If you have any questions or need support, feel free to reach out to our team via <https://www.wizconnected.com/support>.

Heads-up—We're not always the Data Holder. If you use a third-party system to connect your WiZ products, that third party may become the Data Holder instead of us. You may then need to exercise your access rights with that third party.

6. **Does Data contain any Trade Secrets?**

Think of a trade secret like the unique way we make a product or service. It's something valuable that we would like to protect so no one else can use it to compete with us. Some Data may contain trade secrets. If it applies, we'll let you know—and the trade secret belongs to Signify Holding B.V..

7. **Complaints and Dispute Resolution**

You have the right to lodge complaints regarding our data handling practices with the competent authority of your country of residence.

8. **How long does this apply?**

As long as you're actively using the WiZ products and services as "Admin", "Owner" or "Authorized User", you'll keep your access and share rights. This is also based on how long we're keeping Data.

From time to time, we may update this Data Notice, for example if products, services or Data changes. If we do, we will publish the updated Data Notice on our WiZ website.

9. **Our Data Act Glossary**

Check our Glossary below to understand the key terms used in this Data Notice. Remember: We've simplified these definitions to make them easier to follow. For the official legal wording, you can check the EU Data Act.

- a. **Connected Product:** This just means a smart device—something that picks up info about how you use it or what's going on around it, and can share that info either over the internet, through a wireless network, or straight from the device. Whenever we mention *WiZ product* in this Data Notice, we're talking about a Connected Product.

- b. **Data Holder:** This is the party—like us—who collects Product Data and Related Service Data from your WiZ products or services. We're the Data Holder when we're allowed to use or share that data, based on the law or what we've agreed with you.
- c. **Europe:** This Data Notice applies to users in the European Union. If you're using WiZ products and services that have been made available in the EU, this Data Notice is relevant for you.
- d. **Product Data:** This is the info your WiZ product creates when you use it—like when it's turned on and off or how often you use it. It's data the product is designed to share, either over the internet, through a wireless network, or directly from the device. It can be accessed by you, us, or sometimes a third party.
- e. **Readily Available Data:** This is the kind of data we already have in our cloud from your WiZ product or related services—like how the product is used or its settings. It's data we're allowed to access and can get to easily, without any complicated steps.
- f. **Related Service:** This means the digital parts—like apps or software—that your WiZ product needs to work properly. Some of it comes with the product when you buy it, and without it, your product might not do what it's supposed to. Other times, it might be added later (by us or a third party) to upgrade or tweak how your product works. Whenever we mention *WiZ services or applications* in this Data Notice, we're talking about a Related Service.
- g. **Related Service Data:** This is the digital trail that gets created when you use services connected to your WiZ product—like using the app, setting routines, or activating automations. It includes things you do on purpose (like changing a setting) and things that happen in the background while you're using the service.

Annex-1 Connected Products (WiZ products)

Product Data Type		Capability to store data on a remote server and retention period
WiZ Mote/Smart Button	Button presses, battery level	Up to 12 hours[1]

Sensors	Motion, open-close, tamper, battery level	Up to 12 hours ²
Lights	On/off, dim level, color temperature, color, light mode, battery level (if applicable), reachability, latest control source	Up to 12 hours ²
Camera	Video, image, and audio data. Motion events, Noise events, armed state. Connectivity state.	Up to your Heads-Up subscription period[2]
WiZ Sync Box	On/off, dim level, light mode, reachability, latest control source.	Up to 12 hours ²

Annex-2 Related Services (WiZ services)

	Related Service Data Type	Capability to store data on a remote server and retention period
WiZ App[3]	Data on how WiZ App is being used for light control, automations, WiZ Home Monitoring, and (entertainment) light syncing.	Up to 14 months
WiZ Home Monitoring Cloud Services	Data on how WiZ Home Monitoring services are used with respect to arming/disarming, live view and video clip viewing related events, security events including push notifications,	Up to your Heads-Up subscription period ³ except for configuration data is retained for as long as user

	timeline, (light) alarming, camera configuration settings	is actively using WiZ services
WiZ IoT cloud services[4]	<p>Data that allows product discovery and connecting apps and services (including 3rd party apps and services) via the cloud to devices (remote control and eventing.)</p> <p>Including static snapshot of home settings, room structure, device names, IP-address-based Geolocation for sunset-sunrise feature, and device configuration.</p>	Up to 2 weeks except for configuration data is retained for as long as user is actively using WiZ services

[1] Except for WiZ App. Because the Data from WiZ App isn't linked to a specific user or Home, we are unable to retrieve or share it on a per-user basis.

[2] For indirect access requests, the 12-hour window begins once we start processing the request.

[3] The Data available to you and how long it's retained will depend on the features included in your subscription plan.

[4] Because the Data from WiZ App isn't linked to a specific user or Home, we are unable to retrieve or share it on a per-user basis.

[5] The amount of data depends on the user's consent to collect optional analytics data.

#ConnectedLight

[End of support policy](#) | [Website terms of use](#) | [Product terms of use](#) | [Cookie policy](#)

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