

EU DATA USER INFORMATION NOTICE

Regulation (EU) 2023/2854, hereafter referred to as the “EU Data Act”, applies since 12 September 2025. The primary objective of the EU Data Act is to empower Users of Connected Products and Related Services in the European Economic Area (“EEA”) by giving them greater control over the data they generate.

The EU Data Act foresees that, under certain conditions, you have the right to access certain data generated by Epson Connected Products and Related Services. If necessary, you may also be able to share this data with third parties.

This document contains the relevant information regarding the data generated by Epson Connected Products and Related Services, as well as a description of the conditions and the process for exercising your rights.

Data generated by Epson Connected Products and Related Services

The EU Data Act foresees that you have access to the information listed in Annex A concerning the following Connected Products or Related Services (grouped into categories):

- (i) Connected Products:
 - a) Home Office Printers & Scanners;
 - b) Video Projectors;
 - c) Commercial and Industrial Printers;
 - d) Business Systems;
 - e) Smart Glasses; and
 - f) Robotics Solutions.
- (ii) Related Services:
 - a) Services related to Home Office Printers & Scanners;
 - b) POSkey Cloud Service;
 - c) Services related to Video Projectors;
 - d) Services related to Commercial and Industrial Printers; and
 - e) Services related to Business Systems;

Data Volume

Epson Connected Products and Related Services offer a range of versions and customisation options. The general estimated volume of data generated by our Connected Products and Related Services depends on several factors, including, but not limited to, the product version, type, usage, modifications and connected services.

Data Storage

Epson Connected Products are capable of generating data continuously and in real time and store data on-device and are also capable of sending data to back-end systems, which are stored securely in Epson cloud servers.

Data Retention

Epson Connected Products Data and Related Services Data are stored as long as this is necessary for the functionality of the Connected Product or Related Service or as otherwise required under applicable law. Where a specific retention period applies, the relevant details are provided for the corresponding Connected Product or Related Service in Annex A.

Services Contracts

Related Services are provided based on specific individual services contracts, whose duration, and termination conditions are specified within such contracts. Where data include Trade Secrets of Epson, specific protective measures may be applicable in accordance with the provisions of those contracts, including the Epson EU Data Agreement.

Data Access

In accordance with the EU Data Act, the User has the right to access data generated through their use of the Connected Products or Related Services. This data includes raw and pre-processed data, together with the relevant metadata necessary to interpret and use this data but excludes purely descriptive data and highly enriched data derived through algorithms or additional investments.

Data generated by Connected Products or Related Services may be directly accessible to the User through the functions of the Connected Products and/or Related Services. If such direct access is not technically feasible, such data is made available on request via Epson Portal without undue delay.

Epson Portal

An EU User can request access to this data by contacting Epson through its data access portal at https://www.epson.eu/en_EU/contact-us-about-your-data, specifying the data they wish to access (the "Epson Portal"). Users will be notified when their data is ready to be made available on the Epson portal.

Should Users wish to request access to transfer data to a Data Recipient (or end such transfer), they are also required to specify the relevant contact details of the Data Recipient. A signed agreement between Epson and the Data Recipient is a prerequisite for the commencement of the data sharing process. Data Recipients located in the EEA are the only ones within scope.

Epson EU Data Agreement

To comply with the EU Data Act and ensure the continued provision of our Epson services, it is necessary to implement a contract regarding access to and use of data by the Users. The Epson EU Data Agreement defines the purposes for which Epson uses the data, the conditions under which such data is shared with third parties, the procedures for accessing and using such data, and the obligations of the User in the event of transferring ownership of the Epson Connected Products or Related Services to a third party. The Epson EU Data Agreement with Users is available at <https://www.epson.eu>.

Contact Details

The relevant Data Holders for this notice are:

- Seiko Epson Corporation, established in 3-5, Owa 3-chome, Suwa-shi, Nagano-ken 392-8502 Japan; and
- Epson Europe BV, established in Hoogoorddreef 5, Atlas Ar. Asia b., 1101BA Amsterdam, Netherlands.

If you have any further questions regarding the above or the terms of the Epson EU Data Agreement with Users, please contact us through the Epson Portal at https://www.epson.eu/en_EU/contact-us-about-your-data.

You can also always lodge a complaint with any local authority designated under Article 37 of the EU Data Act.

ANNEX A

(i) *Connected Products*

a. Home Office Printers & Scanners

Connected Product	Data Types Generated	Data Format	Data Collection Methods
Home Printers & Ecotank	- Printer information (e.g., ink level, maintenance tank level, media size, media type, number of pages printed); - Usage Information (e.g., consumables information such as the set date for ink, maintenance box, ink usage); and - Status Information (e.g., any active alerts or warnings, error information, error history).	Binary	Data are collected through the provision of the Related Services listed in section (ii)(a). <i>No Data will be collected unless these services are subscribed.</i>
Business Ink Jet Printers	- Printer Information (e.g., ink level, maintenance tank level, media size, media type, number of pages printed); - Usage Information (e.g., consumables information such as the set date for ink, maintenance box, ink usage,); and - Status Information (e.g., any active alerts or warnings, error information, error history).	Binary	Data are collected through the provision of the Related Services listed in section (ii)(a). <i>No Data will be collected unless these services are subscribed.</i>

Serial Dot Matrix Printers

- Printer Information (e.g., serial number, Binary FW version);
- Usage Information (e.g., operation time, Total Print pages, Power on /off number);
- Status Information (e.g., any active alerts or warnings, error information, error history).

Data are collected through the provision of the Related Services listed in section (ii)(a).

No Data will be collected unless these services are subscribed.

Scanners

- Scanner Information (e.g., paper type, Binary paper size, FW information);
- Usage Information (e.g., scan pages number); and
- Status Information (e.g., any active alerts or warnings, error information, error history).

Data are collected through the provision of the Related Services listed in section (ii)(a).

No Data will be collected unless these services are subscribed.

b. Video Projectors

Connected Product	Data Types Generated	Data Format	Data Collection Methods
Business Projectors (including EPMC Epson projector Management connected Agent and built-in EPMC Agent)	- Projector Information (e.g., network settings and serial number);	JSON	Data are collected through the provision of the Related Services listed in section (ii)(c).

	- Usage Information (e.g., screen activity, light source usage time; user interactions); and - Status Information (e.g., power status, input source, lamp hours, active alerts or warnings and firmware version).		<i>No Data will be collected unless these services are subscribed.</i>
Home Projectors (including Android TV Dongle, Android TV and Google TV)	- Projector Information (e.g., serial number, language setting and region of use); - Usage Information (e.g., screen activity light source usage time and user interactions); and - Status Information (e.g., power status, input source, lamp hours, application usage time and name, any active alerts or warnings, firmware version, brightness level, projection mode and network configuration).	JSON	Data are collected through the provision of the Related Services listed in section (ii)(c). <i>No data will be collected unless these services are subscribed.</i>

c. Commercial and Industrial Printers

Connected Product	Data Types Generated	Data Format	Data Collection Methods
MonnaLisa, SC-F Series, SC-G Series, SC-S Series, SC-R Series, SC-V Series, T-series and P-Series	- Printer Information (e.g., ink level, maintenance tank level, roll media remaining, Auto Sheet Feeder (ASF) roller usage; - Usage Information (media used per time period or job, media type and size loaded, job status and list, and number of pages printed); and	JSON, Binary	Data are collected through the provision of the Related Services listed in section (ii)(d). <i>No Data will be collected unless these services are subscribed.</i>

SD-10	- Status Information (e.g., any active alerts or warnings, error information, web configuration and software solutions). - Usage Information (e.g., color palette information name, notes, attached photo, thumbnail RGB values for display for up to four colors, mFactor value, location information, illuminant, viewing angle, E color difference formula, tolerance color difference, color information registered in the palette, lab values, measurement date and time); and Printer Information (e.g. Serial number, ID, mFactor value, location information, spectrum wavelengths, reflectance).	JSON, Binary, text/numeric Data are collected through the provision of the Related Services listed in section (ii)(d). <i>No Data will be collected unless these services are subscribed.</i>
SL-D1000 Series, SL-D500, Pro-Selection SC-P700 / SC-P900 and Photo & Proof 17" printer (STP 4900; SC-P5000; SC-P5300)	- Printer Information (e.g., ink level, maintenance tank level, roll media remaining, media used per time period or job, Auto Sheet Feeder (ASF) roller usage, media type, size loaded and number of pages printed); - Usage Information (e.g., consumables information such as the set date for ink, rollers, maintenance box, ink usage, temperature & humidity data, printer adjustment data); and	JSON, Binary Data are collected through the provision of the Related Services listed in section (ii)A). <i>No Data will be collected unless these services are subscribed.</i>

- Status Information (e.g., any active alerts or warnings, error information, error history, web configuration and software solutions).

SurePress

- Printer Information (e.g., ink level, no. print settings, number of prints printed, job status, device operation status and system status information);
- Usage Information (e.g., ink usage and cartridge usage, maintenance box usage, temperature & humidity data, printer adjustment data); and
- Status Information (e.g., any active alerts or warnings, error information and error history).

JSON, Binary

Data are collected through the provision of the Related Services listed in section (ii)(d).

No Data will be collected unless these services are subscribed.

d. Business Systems

Connected Product	Data Types Generated	Data Format	Data Collection Methods
ColorWorks	- Printer Information (e.g., setting information, ink level); - Usage Information (e.g., number of pages printed, ink usage, maintenance box usage, temperature & humidity data, printer adjustment data); and	Binary	Data are collected through the provision of the Related Services listed in section (ii)(e). <i>No Data will be collected unless these services are subscribed.</i>

Thermal Receipt Printer	- Status Information (e.g., any active alerts or warnings, error information).		
	- Printer Information (e.g., setting information, counters); - Usage Information like maintenance items (e.g., printing length, number of cuts, etc.); and	JSON	Data are collected through the provision of the Related Services listed in section (ii)(e). <i>No Data will be collected unless these services are subscribed.</i>
Italian Fiscal Printer	- Status Information (e.g., any active alerts or warnings, error information).		
	- Tax Authority information (daily closures, lottery tickets, interventions);	XML	Data are collected through the provision of the Related Services listed in section (ii)(e).
	- Printer Information (E-receipts metadata; licensing; certificate signing request); and	PDF PAdES(E-Receipts only)	<i>No Data will be collected unless these services are subscribed.</i>
	- E-Receipts		

e. Smart Glasses

Connected Product	Data Types Generated	Data Format	Data Collection Methods
Moverio-Smart Glasses	- Smart Glasses Information (e.g., serial text data number); - Status Information (e.g., error log and firmware version); and - Usage Information (e.g., usage time).		Data are collected each time an error occurs.

f. Robotics solutions

Connected Product	Data Types Generated	Data Format	Data Collection Methods
-RC+ software	Activation Function	JSON	Data are collected from server logs.
	- Activation Platform Operation Records (e.g., operation date & time, operation IP address, operation media (Software/Site), operation details & result, hardware key); - Activation Data (e.g., online available start date, online available expire date); and - edited data in Support Site (e.g., license valid period (Qty, Unit), license key status (On/Off), updated reason). Usage Survey - System Information - RC+ settings and usage information - Project settings and usage information - Options and their related settings and usage information - Robot controller settings and usage information - User operation data in RC+.		
WebInstaller	Download center usage log - Access date, country, file name, category name, model name, version, data size, HTTP status code, type and version of the downloaded software.	JSON, Binary	The Data are collected from server logs.

(ii) Related Services

a. Services related to Home Office Printers & Scanners

Related Service	Collection frequency of Product Data (as described in section (i) (a))	Nature of related Service Data	Purposes of data use, including whether Epson intends one or more third parties to use Related Service Data/Product Data	Data Retention
Epson bridge for Universal Print at home	When the customer utilises the printing function and performs service registration	Print job history (number of requested jobs, setting information).	Enabling Users to print from Universal Print to Epson printers at home or in shared offices via the internet.	Up to end of service.
Epson Connect (I/F HTTPs)	Each time software is used	Print job history (number of requested jobs, setting information).	The services are built on the Cloud and offer the following features - email print - remote print driver - scan to cloud functionality - printing and scanning capabilities are available to developers via APIs	Up to end of service.
Customer research (P-logger)	Power-on time every 24 hours	Status information (e.g., power status, online/offline status, error codes and consumables levels such as ink or toner); and	Participate in the future design of company product.	Up to end of service.



Usage Information (e.g., print counters, number of scans, maintenance events and job completion logs).

For information on Product Data collected and exchanged during the provision of the Related Service see Home Office Printer & Scanners in section (i)(a).

Epson Remote Service (ERS) At least once a day

Status information (e.g., power status, online/offline status, error codes and consumables levels such as ink or toner); and

Usage Information (e.g., print counters, number of scans, maintenance events and job completion logs).

For information on Product Data collected and exchanged during the provision of the Related Service see Home Office Printer & Scanners in section (i)(a).

Maintenance and remote technical diagnosis;

Access and use of data by Electronic Reporting System (ERS) authorised dealers; and

Access and use of data by Independent Software Vendors (ISVs) for service purposes.

Up to the end of service.

**ReadyPrint
Services
(ReadyPrint
Flex/Photo)**

When the printer acquires its first IP address after being powered on;
Every 24 hours of continuous operation following the previous successful communication;
When the remaining ink level of any cartridge drops below a certain threshold (typically by 10%);
When the reconnect or retry button is pressed on the subscription error panel; and
When an ink cartridge is replaced.

Device Information (e.g., information about the device sending the data);
Status Information (e.g., consumables status, device status at the time of data sending, general and specific errors or warnings, firmware version, technical components, current ink levels and printer cleaning functions, *PrtCLInfo*); and
Usage Information (e.g., usage data for devices reporting print area information, *PrtMarkerSPCPMTC*, usage counters and consumables replacement history).

Provision of the service; and Up to 10 years.
service improvement.

**ReadyPrint
Services
(ReadyPrint Max/
EcoTank)**

When the printer acquires its first IP address after being powered on;
Every 24 hours of continuous operation following the previous successful communication;
When the remaining ink level of any cartridge drops below certain threshold (typically by 10%); and
When the reconnect or retry button is pressed on the subscription error panel.

Device Information (e.g., information about the device sending the data);
Status Information (e.g., consumables status, device status at the time of data sending, general and specific errors or warnings, firmware version, technical components, current ink levels and printer cleaning functions, *PrtCLInfo*); and
Usage Information (e.g., usage data for devices reporting print area information, *PrtMarkerSPCPMTC*, usage

Provision of the service; and Up to 10 years.
Service improvement.

counters and consumables replacement history).

b. POSkey Cloud Service

Related Service	Collection frequency of Product Data (as described in section (i) (d))	Nature of Related Service Data	Purposes of data use, including whether Epson intends one or more third parties to use Related Service Data/Product Data	Data Retention
PosKey Cloud Service	Network setting (once a day) and other setting information (every hour); Status information (every time status change); Maintenance information (once a day); Usage information (once a day); and Device specific information (Every time other information is obtained).	Print Data (e.g., receipt data and coupon data).	Collecting, storing, and transferring receipt data from Epson Business Systems printers to their Users upon request.	Product Data (stored until Epson terminates the POSkey Cloud Service). Related Service Data: - Data about the Receipt: 7 days; - Data linked to a User: Until the business partner stops using POSkey or the User stops using services provided through POSKey's partner compaies; - Data not linked to a User: Kept by POSkey even after the related services end.

c. Services related to Video Projectors

Related Service	Collection frequency of Product Data (as described in section (i) (b))	Nature of Related Service Data	Purposes of Data use, including whether Epson intends one or more third parties to use Related Service Data/Product Data
Epson Projector Management Connected (EPM-C) (Windows)	Regular intervals (Long-term 8 hours, 12 hours, 24 hours; Short-term: 30 minutes, 60 minutes).	Status information (e.g., version of the application, location and language); Number of Users (e.g., number of new Users who installed the application); and Usage information (e.g., screen activity and User interaction, frequency of application usage and usage time, most frequently used operational systems/devices).	Monitoring and controlling the networked video projector fleet from any device with a supported web browser; Sending of e-mail notifications (e.g., automatic alerts or operational messages); Generation of reports on product activity or usage; Analysis of data in by combining information from multiple products; and Quality assurance.
Epson Easy Interactive Tool (Windows and macOS)	Each time the software is used.	Status information (e.g., version of the application, location and language); Number of Users (e.g., trends in the number of new Users who installed the application); and Usage information (e.g., number of operations and time spent in each mode, usage count of interactive tools, camera usage data, connection device type and conversion feature usage such number of conversions and success/failure rate, frequency of application usage and usage time, most frequently used operational systems/devices).	Analysis of usage patterns and demand; Detection and diagnosis of failure conditions; and Evaluation of software updates based on feature usage.

Epson iProjection (Windows and macOS, iPhone/iPad and Android)	Each time the software is used.	Status Information (e.g., version of the application, location and language, app. settings including bandwidth and other configuration details); Number of Users (e.g., trends in the number of new Users who installed the application); Usage Information for PC Users (e.g., app screen activity and User interactions, projector search data such as search success/failure and number of searches, projector connection data including connection success/failure, connection method, number of connected units, connection settings, and projector model, app usage time such as time to connect and total connection duration, and frequency of application usage and usage time, most frequently used operating systems/devices); and Usage Information for Smartphone Users (e.g., app screen activity and User interactions; projector search data such as search success/failure and number of searches; projector connection data including connection success/failure, connection method, number of connected units, connection settings, and projector model, content type projected such as type [e.g., image, video] and content format [e.g., PDF]; app usage time including time to connect and total connection duration and frequency of application usage and usage time, most frequently used operating systems/devices).	Analysis of usage patterns and demand; Detection and diagnosis of failure conditions; and Evaluation of software updates based on feature usage.
Epson Projector Configuration Tool (iPhone/iPad and Android)	Each time the software is used.	Status Information (e.g., version of the application, location and language, projector connection data, detected errors or warnings and app settings including bandwidth and other configuration details); Number of Users (e.g., trends in the number of new Users who installed the application); and	Analysis of usage patterns and demand; Detection and diagnosis of failure conditions; and Evaluation of software updates based on feature usage.

Usage Information (e.g., app screen activity and User interactions, frequency of application usage and usage time, most frequently used operational systems/device).

Epson Projector Professional (Windows and macOS)

Regular intervals on monitoring screen.

Status Information (e.g., version of the application, location and language, application error and warning information such as details of detected errors or warnings);

Number of Users (e.g., trends in the number of new Users who installed the application); and

Usage information (e.g., app screen activity and User interactions, projector connection data including connection success/failure, connection method, number of connected units, connection settings, and projector model, app usage time including time to connect and total connection duration; projector correction data such as correction items, correction method, and duration; application input and output data such as information related to application usage; frequency of application usage and usage time, most frequently used operating systems/devices).

Configuration of projector settings and access information via Near Field Communication (NFC);

Analysis of usage patterns and demand;

Detection and diagnosis of failure conditions; and

Evaluation of software updates based on feature usage.

Epson Projector Content Manager (Windows and macOS) Each time software is used.

Status Information (e.g., version of the application, location and language);

Number of Users (e.g., trends in the number of new Users who installed the application); and

Usage information (e.g., app screen activity and User interactions, conversion method, number of conversions, success/failure rate, frequency of application usage and usage time, most frequently used operating systems/devices).

Configuration of video projector settings and access information via Near Field Communication (NFC);

Analysis of usage patterns and demand;

Detection and diagnosis of failure conditions; and

Evaluation of software updates based on feature usage.

For information on Product Data collected and exchanged during the provision of the Related Service see Video Projectors in section (i)(b).

Epson Classroom Connect (Windows, macOS and Chromebook, iPhone/iPad)	Each time software is used.	Status Information (e.g., version of the application, location and language); Number of Users (e.g., trends in the number of new Users who installed the application); Usage information (e.g., app screen activity and User interactions, search success/failure, number of searches, connection success/failure, connection method, number of connected units, connection settings, duration of connection, frequency of application usage and usage time, most frequently used operating systems/devices); and User satisfaction (e.g., rating score).	Configuration of video projector settings and access information via Near Field Communication (NFC); Analysis of usage patterns and demand; Detection and diagnosis of failure conditions; and Evaluation of software updates based on feature usage.
Epson Projection Studio (iPhone/iPad and Android).	Each time software is used.	Status Information (e.g., version of the application, location and language and application error and warning information such as details of detected errors or warnings); Number of Users (e.g., trends in the number of new Users who installed the application); and Usage information (e.g., app screen activity and User interactions, firmware version, exchangeable lens information, connection method; projector correction data such as correction items, correction method, and duration; application input and output data such as information related to application usage and frequency of application usage and usage time, most frequently used operating systems/devices).	Creation and sharing of personalised shows using the device; Analysis of usage patterns and demand; and Evaluation of software updates based on feature usage.

Epson Setting Assistant	Each time software is used.	Status Information (e.g., version of the application, location and language, application error and warning information such as details of detected errors or warnings);	Configuration of projector settings and access information via Near Field Communication (NFC);
		Number of Users (e.g., trends in the number of new Users who installed the application); and	Analysis of usage patterns and demand;
		Usage information (e.g., app screen activity and User interactions, firmware version, exchangeable lens information, connection method; projector correction data such as correction items, correction method, and duration; application input and output data such as information related to application usage, frequency of application usage and usage time, most frequently used operating systems/devices).	Detection and diagnosis of failure conditions; and
			Evaluation of software updates based on feature usage.

d. Services related to Commercial and Industrial Printers

Related Service	Collection frequency of Product Data (as described in section (i) (d))	Nature of Related Service Data	Purposes for which the data will be used	Data Retention
Epson Remote Service (ERS)	At least once a day.	Status Information (e.g., power status, online/offline status, error codes and consumables levels such as ink or toner); and Usage Information (e.g., print counters, number of scans, maintenance events and job completion logs).	Maintenance and remote technical diagnosis; Access and use of data by Electronic Reporting System (ERS) authorised dealers; and Access and use of data by Independent Software Vendors (ISVs) for service purposes.	Up to the end of service.



PORT Cloud Service (ERMS)	Once a day, or whenever the machine operates (e.g., every time a print job occurs).	Status Information (e.g., power status, online/offline status, error codes and consumables levels such as ink or toner); and Usage Information (e.g., print counters, number of scans, maintenance events and job completion logs).	Maintenance and remote technical diagnosis; Access and use of data by Electronic Repair and Maintenance Service (ERMS) authorised Dealers for service purposes; and Enabling software (Windows Driver, Epson Edge Print, Garment Creator, Epson Spectrometer App) to send data.	Up to the end of service.
SurePress Customer Support Service	Once a day.	Status Information (e.g., power status, online/offline status, error codes, consumables levels such as ink or toner); and Usage Information (e.g., print counters, number of scans, maintenance events and job completion logs).	Statistical analysis; and Service support.	Up to end of the service.



Epson Edge Color	Once a day.	Status Information (e.g., time the data is sent, error logs and related diagnostic information, system-specific information such as CPU, operating system and memory); and Usage Information (e.g., information about executed function settings).	Colour management for Epson Large Format Printers; and Support for feature development based on usage history.	30 days.
Epson Edge Print (and Epson Edge Print for Labels)	Once a day.	Status Information (e.g., time the data is sent, error logs and related diagnostic information, system-specific information such as CPU, operating system and memory); and Usage Information (e.g., information about executed function settings).	Colour management for Epson Large Format Printers; and Support for feature development based on usage history.	Up to end of the service.

e. Services related to Business Systems

Related Service	Collection frequency of Product Data (as described in section (i) (d))	Nature of Related Service Data	Purposes for which the data will be used	Data Retention
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ScontrinoSmart (for Italian Fiscal printers only)	On User request.	Fiscal Firmware Registration (e.g., Fiscal Serial Number and/or Activation Code, registration outcome indication); E-Receipt PDF Processing and Webhook Service (e.g., retailer tax code, fiscal printer serial number, Z report number, fiscal receipt number, date, fiscal receipt amount, E-receipt customer type, fiscal receipt text content); and CSR Certificate Downloading (Model Identification Code, CSR certificate generated by Scontrino Smart Python script).	Fiscal firmware registration; Downloading of Certificate Signing Request certificates; Electronic Receipt licensing and Portable Document Format processing; Sharing of data with third parties for Webhook services, with the User's consent; and Manual import of authorised fiscal printer tax authority status data.	For Electronic Receipt licensing and Portable Document Format processing: retention period up to 30 days; and For Webhook services: data are transmitted only to third parties and deleted immediately.
Epson Label Editor (macOS and Windows, including Lite version)	Each time a print job occurs.	User Information (e.g., client identifier); and Status Information (e.g., operating system version, application name and application version).	Development and evaluation of product features.	Up to the end of the service.