Pre-Contractual Data Information: Related Service (EU Data Act)

Service name	Fluke Connect Desktop
Platforms	Windows
Contact	privacypolicy@fluke.com

1) Product data

This “Related Service” is used with these product lines (grouped by hardware & firmware design commonality):

Thermal Imagers (by family)

- **Aurora:** TiS10, TiS20, TiS40, TiS45, TiS50, TiS55, TiS60, TiS65, TiS75
- **Gemini:** Ti200, Ti200*, Ti300, Ti300*, Ti400, Ti400*, Ti450, Ti450*, Ti480, Ti480*
- **Orion:** Ti500, Ti520, Ti560, Ti580
- **Romulus:** Ti100, Ti110, Ti125
- **Rex:** PTi120, PTi120HT
- **Raptor:** TiS20+
- **Daytona:** TiS55+, TiS75+

Acoustic Imagers

- ii900, ii910, ii500, ii905, ii915

Insulation Testers:

- 1550FC, 1555FC

Diagnostic Video Borescopes

- DS701, DS703

Where this related service is used with a connected product, please refer to the Pre-Contractual Information document for that connected product or contact Fluke.

2) Data generated by the Related Service

The data collected falls into a few broad categories: account and contact details [ex: name, email, company, role], device and technical environment information [ex: device model, operating system, app version, RAM of the system, application language, regional setting], usage and session activity [ex: sign-ins, screens navigated, features used, type of reports created, measurements imported], connected tool and workflow activity [ex: tool connections/disconnections, firmware checks/error].

- **Estimated volume (typical):** Depends 100% on user activity with related service.
- **Currentness/cadence:** A buffer of at least 2 minutes.

3) Storage & retention

- Hosting/regions: USA. However, the data is also stored on user’s computer
- Retention: Unlimited. User can delete the data stored on user’s computer.
- Deletion/anonymisation: User can request data deletion by email at privacypolicy@fluke.com

4) User access & export

- Where: When Fluke Connect Desktop is installed, it is available in the user's computer. On the Fluke Connect desktop application, go to your "User Profile", then click on "Request Data Export".
- How: Customers will receive an email with a re-direct link to the Fluke Connect web application where they need to sign in to their account and navigate to account, then Data & Privacy to download their usage data.
- Export formats: csv file
- Limits/rate-limits (if any): NA

5) Data Sharing with Third Parties

To the extent Fluke has access to the relevant data, you may authorize a third party to access such data by contacting Fluke using the details set out above, specifying the recipient and purpose of the data sharing. You may view and revoke authorized data transfers at any time via the same contact details.
Where data is stored locally on your device or within your own environment and is not accessible to Fluke, you are responsible for granting third-party access directly.

6) Terms of service, contract term & termination

As provided in the quote, order form, or agreement between you and Fluke. If you purchased the product through a distributor or reseller, the terms of service, contract term and termination are as agreed between you and that seller.

7) How Data Holder uses the data

If Fluke has access to any data generated through your use of a Fluke connected product or related service, this will be used in accordance with the applicable agreement between you and Fluke, through which you purchase Fluke's products or services. The relevant Fluke entity details will be specified in the quote or order form as applicable.

Fluke may engage third parties to act as service providers and perform certain tasks on its behalf, such as processing or storing data generated in connection with your use of a Fluke connected product or related service. For more information, please visit **https://www.fluke.com/en-us/fluke/privacy-policy**.

8) Trade secrets

No trade secrets are contained in the data.

9) Right to lodge a complaint

If you have a complaint relating to your Fluke connected product or related service, or the Data Act in general, you can contact Fluke using the details set out above. You also have the right to lodge a complaint with the relevant competent authority designated under Article 37 of the EU Data Act, in the Member State of your habitual residence, place of work or establishment.

Notice version: 1.0 **Last updated:** 2026-09-10