Data Processing Service Data and Digital Assets

Service Name: Fluke Connect

For EU customers, data is hosted in the USA.

(a) Categories of Data and Digital Assets that can be transferred:

EXPORTABLE DATA	DATA STRUCTURE & FORMAT	DATA PORTABILITY & RESTRICTIONS
data.zip - images, reports, schemas, asset, assetReport, user, workOrder, voice	• images – Standard Image file formats .jpg, .png,.bmp etc. • reports – All report files in .pdf format • schemas - o asset-reports.schema.json, o asset.schema.json, o export-schema-version.json, o reports.schema.json, o users.schema.json, o workorders.schema.json • user.ndjson • voice – Standard audio voice file format - .m4a etc. • assetReport.ndjson • workOrder.ndjsonasset.ndjson • asset.ndjson • report.ndjson	None
measurements.zip - files, schemas, measurements	• files – All file formats for measurement data • schemas - measurement-export.schema.json • measurements.ndjson	• .is2,.is3,.as2 files can be extracted using Fluke Thermal Imaging software (**https://www.fluke.com/en-us/support/software-downloads/software-for-fluke-infrared-cameras**) • .fel files can be extracted using Fluke Energy Analyze Plus software (**https://www.fluke.com/en-us/support/software-downloads/fluke-energy-analyze-plus**)

Customers are able to export this data by requesting the export:

- On Fluke Connect mobile, go to Account, then Settings, then press on “Request Data Export”.

- On Fluke Connect web application, go to Account, then Data & Privacy, then click on “Request Data Export”

- On Fluke Connect desktop application, go to your “User Profile”, then click on “Request Data Export”.

- 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 the files.

(b) Categories of Data and Digital Assets that cannot be transferred

Data Not Provided:

System and security and internal operational data: Passwords, password hashes, salts, API keys, authentication tokens, login history, lockout counters, and internal platform or queue data are excluded for security reasons.

The following categories of data are not exportable:

Category 1: Data of Provider or a third party that are protected by intellectual property rights or constituting trade secrets, or any information held by Fluke that (a) derives independent economic value, actual or potential, from not being generally known to the public or to other persons who can obtain economic value from its disclosure or use and (b) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

Category 2: Any information held by Fluke that could reveal information in Category 1.

Category 3: Other information specific to the internal functioning of the service that is not covered by Categories 1 or 2 but whose export would risk breaching Fluke's trade secrets.

(c) Information on procedures for switching and porting with the use of switching tools: Information on the available procedures for switching and porting to and from the Service, including the available switching and porting methods and formats, and the restrictions and technical limitations known to Provider, is set out in Section 3.1 of the EU Data Act Addendum.

(d) Known risks to continuity in the provision of the functions or services of the Source Provider: None

---

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