Pre-Contractual Data Information: Connected Product (EU Data Act)

Product	Ti480, Ti401, Ti300+ Product Family
Firmware / HW	SOC 7.0.15 and later
Connectivity / Interfaces	Wi-Fi / BLE / USB / SD
Contact	privacypolicy@fluke.com

1) Product data

- Physical measurements
  - Thermal images: temperatures reported for each pixel of a sensing array. For example, 640x480, 320x240, etc. These measurements are captured in “radiometry image files” – with file extension .IS2 and .IS3 for single-frame images and movies, respectively.
  - When connected to a Fluke communicating meter (such as the 3000FC DMM), meter measurements such as voltage or current are captured within IS2 and IS3 files for later use.
- Device identifiers
  - Model is one of Ti480, Ti401, Ti300+. The model number may carry a “PRO” suffix.
  - Serial number follows the form YYMMSSSS, where YY is the last two digits of the year of manufacturing, MM is the index of the month of manufacturing (e.g., January=01), and SSSS is the index of the production unit within the identified manufacturing month.
- Status / telemetry – No telemetry is provided for device operation/usage.
- Events & diagnostics – No telemetry is provided of warnings, alarms or error codes. An on-device viewable security log showing PIN entry, change and error events is present by design.
- Configuration values – Certain image-specific settings (image marker locations, emissivity coefficients, etc.) are retained in camera memory and are “factory-resettable” via on-device menus. These settings are recorded within IS2 and IS3 files for later use by customer and Fluke software.
- Other – Audio recordings, typed-in text notes and ancillary visible light image captures are also recorded within the IS2 and IS3 files and made available for later use by customer and Fluke software.

Estimated volume (typical): typically 1 megabyte per IS2 file and 33 megabytes per second of recording for IS3.

Collection frequency: where the “Autocapture” feature is available on the camera at all (available by model spec), the collection frequency for IS2 files is configurable by the user between 1 per ~5 seconds and hourly or multi-hour intervals. Where Autocapture is not available, collection frequency is determined by the user’s manually controlled capture rate.

For general operational guidance, please refer to the product’s user manual.

2) Data formats

- On device/in transit: proprietary/binary IS2 and IS3 files, AVI, JPG.

    - IS2 files are .ZIP format archives with Fluke-defined internal organization. Certain metadata is in a proprietary format; visible light control image captures are JPG formats. Some data elements are not described in order to protect proprietary/trade secret practices, but export via the Related Service provides the processed temperature data.
- On export: using Related Service SmartView Classic PC software (free): CSV / JPG / PNG. Schema/data dictionary: self-describing CSV.

3) Storage & retention

- On-device storage: Yes.
    - Storage capacity: 4,000–8,000 IS2 files depending on included data captures.
    - User managed storage lifetime.
- Cloud / servers: Yes, optional.
    - Not required for normal operation; all data is extractable without cloud software (SD card, or PC software with USB cable connection).
    - For cloud/servers, see the Fluke Connect and Fluke Connect Imaging SaaS descriptions. Cameras can upload directly to Fluke cloud services at user direction.
    - Hosting region(s): US.
    - Controller: [Fluke legal entity].
- Retention: on-device data retention is under user control (create, delete, transfer).
    - Configuration settings lifetime is controlled by the user, but settings are not exportable (factory reset available).
- Deletion/anonymization: not applicable – see Retention for measurement data; no usage data is collected by the connected device or the Related Service (SmartView).

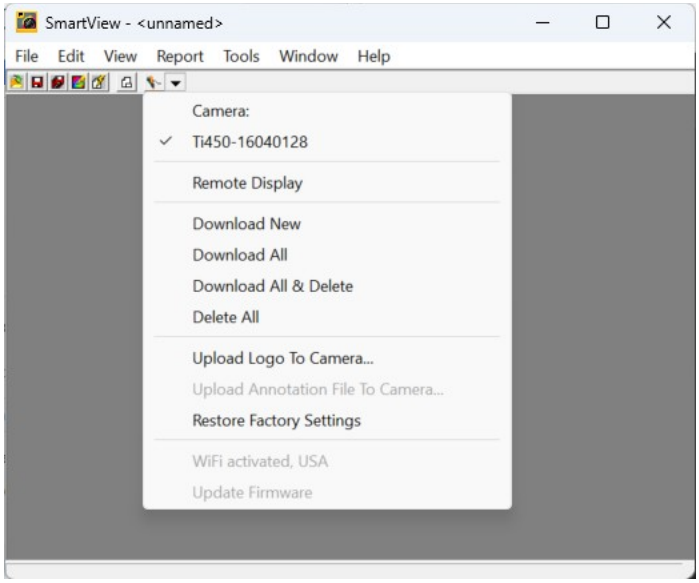
4) User access, export & erase

- **Where:** SmartView Classic (**Software For Fluke Infrared Cameras**).

How – without software:

- In the camera’s settings menu, select “Image Storage” and choose the SD card option. All image data will be stored on the SD card (one SD card is included with camera purchase; others are available as standard products from standard retailers).
- Optional: plug in a USB drive stick and follow the same outline as with the SD card above.
- Files are transferred from the SD card to a PC and thereafter controlled by the user.

How – using SmartView Classic (example screenshot; the customer’s actual camera serial number will be shown in practice) :



- Files are downloaded from the device to a PC and thereafter controlled by the user.
- Note that internal flash memory for image storage is only accessible through the software interface described here (as opposed to using an SD card or USB drive).
- Export formats: CSV / JPG / PNG, plus also see the separate Related Service/software declaration (SmartView Classic) for additional capabilities.
- Limits/rate limits (if any): storage capacity and capture duration of the local PC.

How – using Fluke Connect:

- See the separate declaration for the Fluke Connect / Fluke Connect Imaging apps.
- Export formats: CSV / JPG / PNG, plus also see the separate Related Service/software declaration (SmartView Classic) for additional capabilities.
- Limits/rate limits (if any): storage capacity and capture duration of the local PC.

Request erasure: customer-controlled PC.

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

Proprietary/Trade Secret data is contained in the IS2- and IS3-format files. No trade secrets are contained in the export data formats (CSV, JPG, PNG).

No trade secrets are contained in the Related Service 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.

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