EVOLVEO / DATA ACT

Product data information

EVOLVEO Heat SU, boiler switching unit

Product	SEH EVO-RV-SU | EAN 8595683202633
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1. Connection and user interface

Zigbee through a compatible gateway; the gateway connects to Wi-Fi. Tuya Smart / Smart Life.

2. Types of data and how they arise

Boiler switching status according to demands from connected radiator valves and unit controls. Generated during device operation, changes in the measured state and control commands.

3. Storage and retention

The Tuya platform cloud and the phone app provide online functions. Tuya Device Logs provides a basic seven-day operational log retention period, with longer paid retention available. This period does not describe all account data, video recordings or the specific plan purchased for this product. The 30-day period stated for EVOLVEO CAM does not apply to this platform.

Data access and management

4. Data access and retrieval

Add the device to the app according to its instructions. Supported values, states and settings are available on the device page. Tuya platform export: Me > Settings > Privacy Policy Management > Export Device Data. Tuya documentation lists this feature for EU accounts from version 6.5.0. Tuya support explicitly makes export availability conditional on the button being present in the app; if absent, this export is not supported in that configuration.

5. Deleting data and the account

Tuya procedure: open the device, its settings and Remove Device > Disconnect and wipe data. Disconnect alone does not delete data. The device must be online to receive the reset command. This command does not remove copies already downloaded to a phone or passed to another recipient. Delete the account through Me > Settings > Account and Security > Delete Account. The Smart Life guide states completion after seven days; logging in during this period cancels the request. This is not the retention period for all operational data.

6. Data formats and availability

Values and states shown on the control panel. The exact data point schema for the specific model is not published. Transmission and data freshness depend on the device being powered on and on connection and service availability. Local files are accessible through supported storage. This sheet does not promise continuous cloud connectivity, a specific response time or a universal export of all internal data.

7. Data requests

Requests and technical support: helpdesk@evolveo.com. State the model, device identifier and scope of the requested data. Do not send the account password. The applicant's authority must be verified before any account action. A data request is not in itself consent to account deletion. Technical administration limitations do not waive the user's statutory rights.

Services and responsibilities

8. Roles of Abacus and the provider

Abacus Electric, s.r.o. issues the product information and provides customer support. It has no access to device data in Tuya and does not manage or delete Tuya accounts. The user manages the account, data and any paid cloud service with the Tuya / Smart Life platform provider.

9. Use of data

Abacus uses available aggregate numbers of users and active devices and app crash statistics provided by Google and Apple solely for support and diagnostics. These reports are not a customer archive of product data. Abacus does not pass them to other recipients for their own use.

10. Transfer to a third party

Tuya supports transferring data to a third party with user authorization. This platform feature is enabled by default in the public Tuya and Smart Life apps. From version 7.0.5, authorizations are managed through Me > Settings > Account and Security > Authorization Management > Cloud Development Authorization. Technical and regional conditions are given in the linked Tuya source. A request for access to available data or its transfer to a third party of your choice can be sent to helpdesk@evolveo.com. Processing respects the applicant's authority and technical access to the data. If an external platform manages the data, the request is handled through its interface or with its provider. You can transfer already downloaded files to a third party yourself.

11. Using and ending the service

Local product functions are used according to the instructions. Connected services are governed by the terms of the specific app. Removing a device, deleting an account and cancelling a paid subscription are separate actions. Uninstalling the app alone neither cancels a subscription nor deletes the cloud account. Optional paid Tuya cloud services are not operated by Abacus. Manage the subscription and renewals with the provider from whom you ordered the service. Platform support: service@tuya.com; personal data: privacy@tuya.com.

12. User rights

The user may exercise rights to access and share available data under Regulation (EU) 2023/2854 and lodge a complaint with the competent authority designated under Article 37. Personal data rights remain unaffected. Any trade secret protection must be assessed for the specific data; this sheet does not classify all data as trade secrets or introduce a general prohibition on sharing.

Data volume and sources

13. Operational data volume calculations

Calculation basis: 1 B = 8 bits; 1 kB = 1 000 B; 1 MB = 1 000 000 B. Volume = number of records × record size. The encoding and frequency below are calculation inputs, not confirmation of the internal format or actual device reporting frequency. A binary flag can be expressed with one bit; storing it separately in one byte uses 1 B. At 100 events per day, this is 100 B/day and 3 000 B over 30 days for the one-byte flags alone. Time, identification, field names, protocol, security and retransmissions increase the total volume. The calculation is neither an export file size nor mobile data plan consumption.

14. Scope of information

Information about Abacus practices is based on the company's confirmation. Product functions are based on its documentation. External apps are subject to the provider's terms for the specific account, region and plan. The calculation scenarios do not replace a confirmed product data schema. This document is neither an EU declaration of conformity nor a Data Act compliance certificate.

Documentation and procedures

Product documentation EVO-RV-SU

Heat SU: Smart Life connection guide

Tuya: disconnection and data deletion

Tuya: device data export

Tuya: export feature from version 6.5.0

Tuya: operational log storage

Tuya: data sharing authorization

Smart Life: account deletion

Tuya: personal data requests