

ZYXEL

Zyxel Communications Corporation

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Statement on the EU Data Act (Regulation (EU) 2023/2584)

Zyxel Communications Corporation, under its sole responsibility, hereby makes the following declarations regarding Zyxel connected products, the Zyxel One App, and the Zyxel One Cloud:

- In accordance with the EU Data Act, users are entitled to access the data generated through their use of Zyxel connected products they own, rent, or lease, as well as any Zyxel related services.
- Users may choose to share such data with a third party. This can be done either directly by the user or by the user instructing the designated data holder (e.g., the user's internet service provider) to share the data with the third party.
- Zyxel Communications Corporation maintains contractual agreements with users (e.g., software license agreements) or service providers (e.g., sales, rental, or service contracts) that define the rights related to the access, use, and sharing of data generated by the Zyxel connected products and/or Zyxel related services. Information on how to access such data is provided in the Zyxel product user guide and/or the relevant contracts or other documentation.
- Zyxel Communications Corporation will not use any non-personal data generated by the Zyxel connected products without the consent of the user or to meet Zyxel's contractual or legal obligations to the user.
- In the event of any conflict between the provisions of the General Data Protection Regulation (GDPR) and the EU Data Act, the GDPR shall take precedence with respect to the protection of personal data processed through the use of the connected products or related services, in accordance with Article 1(5) of the EU Data Act.

Data generated from product

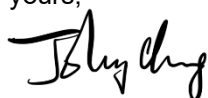
Category	Data type	Data access method: GUI(WEB), CLI (ssh)	Data stored location	Data exist after reboot(Y/N)	Data exist: after restore to default (Y/N)	Data generating in real-time(Y/N)
Product	MAC address on ARP table	GUI, CLI	Remote server: TR-069, TR-369, Zyxel Cloud	No	No	Yes
	Connection/Session Table	CLI (root)	No Support	No	No	Yes
	Multicast Group Status	GUI	No Support	No	No	Yes
	WiFi clients/MESH nodes (MAC table, signal strength and quality measurements)	GUI, CLI	Remote server: TR-069, TR-369, Zyxel Cloud	No	No	Yes
	Fixed WAN (MAC table, port statistics and quality measurements)	GUI, CLI	Remote server: TR-069, TR-369, Zyxel Cloud	No	No	Yes
	Mobile WAN (MAC table, port statistics and quality measurements)	GUI, CLI	Remote server: TR-069, TR-369, Zyxel Cloud	No	No	Yes
	Counters for transmitted data on WAN/Mobile/Wi-Fi/LAN	GUI, CLI	Remote server: TR-069, TR-369, Zyxel Cloud	No	No	Yes
	Power usage	GUI, CLI	No Support	No	No	Yes
	Device logs	GUI, CLI	Local data: Feature design in, syslog	Yes	No	Yes
			Remote server: syslog, TR-069, TR-369, Zyxel Cloud			
	Device information through the DHCP client	GUI, CLI	Remote server: TR-069, TR-369, Zyxel Cloud	No	No	Yes
	VoIP related data (call history)	GUI, CLI	Local data: Feature design in, syslog	Yes	No	Yes
			Remote server: syslog, TR-069, TR-369, Zyxel Cloud			
	System Monitor Log	GUI, CLI	Feature design in	Yes	No	Yes
FOTA Cloud Server	Database (Device manufacture information)	GUI, CLI	No Support	No	No	No
	FOTA client access logs	GUI	No Support	No	No	No

Data generated from ZYXEL One APP and ZYXEL One Cloud

Category	Generated Content	Storage Location	How to delete
APP features	1. Login account/pw 2. Profile photo 3. First time open APP 4. Terms agree 5. API token	Within in specific file system, end users can't access to it unless device is root or jailbreak.	1. Android: Clear APP data or uninstall APP 2. iOS: Uninstall APP
APP cloud services	Push Notification token	Within in specific file system, end users can't access to it unless device is root or jailbreak.	1. Android: Clear APP data or uninstall APP 2. iOS: Uninstall APP
APP features for CPE	1. MAC 2. Serial Number 3. SSID 4. Pre-shared key 5. IP Address 6. WiFi Band 7. WiFi Channel 8. Firmware Version 9. RSSI 10. Link Rate 11. Uptime	Within in specific file system, end users can't access to it unless root or jailbreak.	1. Android: Clear APP data or uninstall APP 2. iOS: Uninstall APP

Should you have any questions or comments regarding this matter, please have my best attention.

Sincerely yours,



Johnny Cheng / CTO

Date: August 29, 2025