RELATED SERVICE DATA INFORMATION SHEET

For Users of Mitsubishi Electric MELCloud Commercial, MELCloud Home and MELCLoud Services

By using the MELCloud Services, in accordance with the EU Data Act[1] and the implementing regulations of EU Member States, you may access and manage data generated by and received from Mitsubishi Electric Products via suitable Internet-enabled controllers and interfaces connected to the Products [2] [3]. These datasets are stored within the MELCloud Services infrastructure [4].

This Information Sheet provides information for you to understand which Related Service Data are available, how they can be accessed, whether the Data Holder uses the data itself, and various other details in the context of Related Service Data.

In accordance with Art. 3(3) of the EU Data Act, we provide you, in your capacity as a User, with the following information:

1. **The nature, estimated volume and collection frequency of Product Data expected to be obtained and how to access or retrieve such data, including the Data Holder's data storage arrangements and the duration of retention:**

   a) **Nature of data***:* Product Data are generated by the relevant Mitsubishi Electric Product, exchanged with and stored by the relevant MELCLoud Related Service, only if the Product is equipped with a commercial or residential cloud-enabled controller/interface properly connected and linked to the relevant Related Service User account. Data can be summarised as follows [5] [6] [7]:

   - Control mode, status, error, alarm
   - Operation mode, feature setting, user control
   - Sensor
   - Actuator
   - Valve
   - Compressor frequency
   - Fan status input / output
   - Damper output
   - External input and output, contact output
   - Circuit-board DIP switches status
   - Energy estimated information
   - Diagnostics, Service, Maintenance data
   - Controller/Interface connectivity and firmware updates
   - Power and energy consumption

[1] Regulation (EU) 2023/2854 of the European Parliament and of the Council of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828. Capitalised terms used but not defined in this Information Sheet have the meanings given to them in Art. 2 of the EU Data Act (here).
[2] Prior, successful installation of an appropriate residential or commercial market Mitsubishi Electric cloud-enabled controller/interface is required, for all Connected Products to be able to connect to the Related Services, MELCloud Commercial, MELCloud Home, MELCloud, that are responsible for the Connected Products' data collection and storage.
[3] The Product families that can generate and provide their data to a Related Service are shown in Appendix 1. More products families may be added to this list in the future.
[4] Prior User Account Registration and successful controller/interface provisioning and claiming within the analogous Related Service is required, so that the data communicated by the Product and stored within the Related Services' infrastructure are linked to the specific house/building & User Account, and thus become retrievable upon User request. No Product data are available before successful completion of this requirement.
[5] Not all the Products generate the same datasets, as a result of their design capabilities, optionally installed additional equipment, details of professional configuration, system hardware generations, and evolution over time. For storage and network optimisations, generated datasets may only contain the updated data points, avoiding redundant repetition of data points that have not been changed since their last inclusion.
[6] One Product normally communicates with one Related Service within the MELCLoud family of Related Services.
[7] Mitsubishi Electric continuously evolves and improves their products. This may result to enriched or modified datasets in the future, as more data become available (or obsolete), or possibly provided by newer models entering the market, newer controllers/interfaces, and/or newer firmware updated on existing products and/or interfaces.

- Info on optional, external third party connected systems via interfaces and relevant data exchanged:
  - Measured commodities (energy, gas, water, calories, or any other metric measured by a pulse-input capable meter)
  - Measured environmental figures (temperature, humidity)
  - Any further digital, pulse, or analogue input, as configured

The data journey starts from the Product that is monitored and its cloud-enabled interface, via internet, to the analogous MELCLoud Service cloud infrastructure, that is processing, storing, and can provide the Product data sets for the User. On this route, there is a plethora of different technologies used, aiming to provide, among others, data transmission security, network bandwidth optimisation, storage space minimization, as well as power saving, where applicable.

The Product data provided to the User upon their request are currently available in CSV format (Comma Separated Values file), however other structured, commonly used, machine-readable formats may be provided instead, or additionally.

Appendix 2 contains further information on the data types that each product family generates.

b) Estimated volume [8]: Normal operation of the relevant Mitsubishi Electric Product should result in the generation, transmission and storage onto the relevant MELCloud Related Service infrastructure of an average amount of data within the range of:

i. MELCLoud Commercial: 50 – 300 Kilobytes per day per unit, on a 2 min frequency basis, including trend and energy data on a half-hourly frequency basis.

ii. MELCLoud Home and MELCloud: 10 – 100 Kilobytes per day per unit on a 10 min frequency basis.

Volume sizes shown correspond to uncompressed CSV format. For other formats, this may vary.

c) Collection frequency: The collection frequency depends on the specific combination of the MELCloud Service communicating to the MELCloud-enabled interface connected to a relevant Mitsubishi Electric Product, as well as various configuration options. As a guideline, a frequency within the range of 1 to 120 minutes is attainable.[9]

d) Access and retrieval of Product Data, data storage arrangements and duration of retention: see paragraph 2 below.

2. The nature and estimated volume of Related Service Data to be generated and how the User can access or retrieve such data, including the prospective Data Holder's data storage arrangements

[8] The volume of Product data is a dynamic figure, due to variety of interfaces and technologies used, at both residential and commercial premises. Some of the factors that affect the volume of stored data are:

- interface's type, mode of operation, method and frequency of communication (periodic with static or dynamic frequency, on Event -as needed basis, or even a combination of both)
- specific data points each Product is capable to provide
- composition of the whole system (number of: indoor units, outdoor units, branch controllers, ventilation units, external power meters, centralized controllers)
- type, environment and usage of the Product
- specific pair/combination of a Product with an interface
- exact MELCloud Service that is receiving, processing, and storing the data the Product generates
- specific governmental regulations (incentives) that impose their own requirements on data stored and their retention period

[9] Various technological factors, including internet access, and configuration options at various levels, result into a plethora of methods used to transmit data from the Product to the Related service. Not all MELCloud Related Services, MELCloud Products, or cloud-enabled interfaces/controllers use the same methods, or offer the same data sets, or at the same frequency and for the same recency. Consequently, the final export data format and content within the machine-readable files may vary. Data may be further summarized or aggregated, to protect the integrity and performance of the Related Service.

and the duration of retention and how the User can request that the data are shared with a third party and, where applicable, end the data sharing:

a) Nature of data: Related Service Data generated by the MELCloud Services can be summarised as follows:

- User configurations for their Products and shared access actions (e.g. creating and editing schedules for the Products, providing building or office/house and room names, and creating and managing secondary user profiles)

- Events and logs generated by the MELCloud Services related to User actions (e.g. interface/controller Firmware Update History and User acceptances thereof, Related Service to interface/controller communications, User client browser reported errors).

b) Estimated volume of related service data to be generated [10]: Normal operation of the relevant Mitsubishi Electric Related Service should result in the generation, transmission and storage onto the relevant MELCloud Related Service infrastructure (shown below), of an average amount of data within the range of:

i. MELCLoud Commercial: less than 1 Megabyte.

ii. MELCLoud Home and MELCloud: less than 1 Megabyte [11].

c) Data storage arrangements and the duration of retention for Product and Related Service data:

Current maximum data retention periods vary per MELCLoud Related Service and/or data type [12] [13], as follows:

a. MELCLoud Commercial data: 15 years

b. MELCLoud Home data: 3 months

c. MELCLoud data:
   i. Detailed operational data: 2 days
   ii. Aggregated operational data at 1-hour level: 1 month
   iii. Aggregated operational data at 1-day level, and device errors: 1 year
   iv. Client Error log data: 2 months
   v. Interface firmware history data: unlimited

d. Special energy-saving incentives data in MELCLoud Home and MELCloud:
   i. Data for the BEG incentive in Germany are aggregated and split into
      1. 1-hour level, retained for 1 month and
      2. 1-month level, retained for 3 years.

[10] The volume of Related Service data is orders of magnitude smaller compared to the volume of Product data stored within the Related Service infrastructure. The Related Service data volume may grow, only in the unlikely event that the User Client browser device reported errors are left unattended or unresolved for very large periods of time.
[11] Related Service to interface/controller communication errors or logs size may be up to 1 Kilobyte per error. Further logging configuration options (ie simple log, detailed log, log including message data, suppress log) may increase or reduce this size.
[12] Higher granularity and frequency data points are stored for shorter periods compared to lower granularity and frequency data points, to maintain the integrity and performance of the Related Service.
[13] All periods mentioned are calculated from the time that a User data request has started processing.

d) How users can access Product data and Related Service data:

If a User requires access to Product Data and Related Services Data, they need to contact melcloud.techsupport@meuk.mee.com. The user's request will then be processed, and we will liaise with them for arranging data access.

The User will need to provide the model and serial number of the cloud-enabled controller/interface they own, the house or building name configured in the Related Service, and the maximum interval for the data going backwards from the date our processing of the request has started. The request shall be emailed from the same email account the User has registered with, on the analogous MELCloud Related Service ("Primary User" account in MELCloud Home and MELCloud, "Building Manager" account in MELCLoud Commercial). The interface must be active (connected and communicating via internet) and currently linked to this account. This way we can identify the authenticity of the request. We will then confirm the request with the User.

The data will be sent only to the MELCloud registered User/email account, in compressed (zipped) format. In the event the data size is larger than what the User and/or our email accounts can process, alternative methods will be pursued (ie splitting to smaller files, or reducing the requested interval), in agreement with the User. The transaction will be logged with all supporting documentation & communication.

Especially for the MELANS controllers and interfaces (exclusively in autonomous operation [14]), the user can extract the stored data themselves by using functionality already built into the controller user interfaces (local display and/or web-based).

e) How users can request data to be shared with a third party:

Product data or Related Service data shall only be made available to a third party at the request of the User. Similarly to the process described previously in d), the User will need to contact melcloud.techsupport@meuk.mee.com with their request and additionally provide the contact details of the third party they wish to share the data with, including the third party's email address where the data will be sent to. We will confirm the request with the User and the third party. The data will be sent only to the third party's email address the User provided in their request. In the event the data size is larger than the User and/or our email accounts can process, alternative methods will be pursued (ie splitting to smaller files, or reducing the requested interval), in agreement with the User. The transaction will be logged with all supporting documentation & communication.

f) How users can stop data sharing with third parties:

Similarly to the processes described previously in d) and e), the User will need to contact melcloud.techsupport@meuk.mee.com with their request, and additionally provide the contact details of the third party they wish to stop sharing the data with, including the third party's email address where the data has been previously sent to. We will confirm the request with the User and the third party and inform both. The transaction will be logged with all supporting documentation & communication.

g) How users can erase product and related service data:

The User can erase Product Data and Related Service Data as follows, depending on the MELCLoud solution they use:

- MELCLoud Commercial: By email request to melcloud.techsupport@meuk.mee.com, providing the same data as already described in d). We will inform the User of the consequences of their request, and whether they wish to proceed with an irreversible data deletion. We will confirm the request, and before deletion, we will also provide to the User all stored data, for their records. On successful data reception and archiving by the User and a

[14] See applicable families in Appendix 2 for autonomous operation

second confirmation, we will finally proceed with the data deletion. The transaction will be logged with all supporting documentation/communication.

Product data deletion is currently actioned at the controller/interface level, which means that all data for all products collected & communicated by a single controller at the premises will be erased.

- MELCLoud Home and MELCloud: The User may send a request to melcloud.techsupport@meuk.mee.com. The process is the same, as described for MELCLoud Commercial above.

  Alternatively, the User can delete their MELCLoud Home and/or MELCloud account directly in the relevant app & web app, as this action imposes an irreversible data deletion as well. In case the User has participated in energy-saving incentives, we strongly suggest that the User requests from us, as described in d) above, access to the data in advance and before the User account deletion, so we can provide the data for their records, before permanent deletion.

Note: If the User plans to no longer occupy the premises hosting an active connected Product (e.g. pending property sale), they must request the data in advance, and then delete their Related Services User account. Any previously stored data will no longer be available (to them or any authorized third party that received data in the past) if a new occupier registers the same controller/interface connected to a Product afterwards, in one of the analogous MELCloud Related Services.

3. **Whether the Data Holder expects to use Readily Available Data itself and the purposes for which those data are to be used, and whether it intends to allow one or more third parties to use the data for purposes agreed upon with the User**

   a) **Purposes of data use by the data holder**: the Data Holder expects to use Readily Available Data: (i) to improve the functionality of its products and services; and (ii) to develop new products and services.

   b) **Third parties with which the data holder may share the data for the purpose**: The Data Holder may share this data with its affiliates (i.e. other members of the Mitsubishi group).

4. **The identity of the Data Holder and of other data processing parties and the means of communication which make it possible to contact the Data Holder quickly and communicate with that Data Holder efficiently**

   a) **The identity of data holder**:

   Identity of data holder: Mitsubishi Electric Europe B.V., a Dutch limited liability company having a registered office of Capronilaan 46 1119NS Schiphol-Rijk, The Netherlands and operating through its UK branch (registered number FC019156, BR003391) with a registered office address at Travellers Lane, Hatfield, Herts, AL10 8XB United Kingdom.

   Contact email address: melcloud.techsupport@meuk.mee.com

   b) **The identity of data processors**:

   Amazon Web Services EMEA SARL (“**AWS**”), 38 Avenue John F. Kennedy, Luxembourg 1855, Luxembourg. AWS provides data hosting services in connection with the MELCloud Services.

5. **Whether the Data Holder is the holder of trade secrets contained in the data that is accessible from the Connected Product or generated during the provision of a Related Service, and, where the prospective Data Holder is not the trade secret holder, the identity of the trade secret holder**

   No, the data holder is not the holder of trade secrets.

6. **The duration of the contract between the User and the Data Holder, as well as the arrangements for terminating such a contract.**

The duration of the contract between the User and the Data Holder depends on whether the relevant Related Service is MELCloud Home or MELCloud Commercial.

For *MELCloud Home* – the contract is of an indefinite duration. It will continue until the User terminates the contract by closing their account for MELCloud Home, or until the Data Holder terminates the contract in accordance with its terms. Please refer to section [15] [(Rights to terminate these Terms and cancel the Services provision)] of the MELCloud Home Terms of Use and End User Licence Agreement for more details.

For *MELCloud Commercial* – the Initial Subscription Term is set out in your Order Acknowledgment for the MELCloud Commercial service. The Contract will continue for the Initial Subscription Term and continue for subsequent one-year Renewal Terms, unless otherwise terminated in accordance with the terms of the Contract. Please refer to sections [3] [(Term)] and [15] [(Termination)] of the MELCloud Commercial Monitor & Control Subscription Terms and Conditions for more details.

7. **Your right to lodge a complaint**

As a User, you have the right to lodge a complaint with the relevant competent authority in the EU Member State in which you have your habitual residence or place of work if you consider that your right under the EU Data Act has been infringed (Article 38 EU Data Act).

8. **Quality of data provided**

Please note that to the extent the Data Holder is required to make available Related Service Data to the User or a third party under the EU Data Act such data is only made available in the same quality as is available to the Data Holder (see Arts 4(1) and 5(1)). Data Holder does not provide any representation, warranty or other commitment for the data to show any specification, level of quality, quantity, or any other characteristic beyond this and disclaims any representations, warranties and other commitments beyond what is explicitly required under the EU Data Act.

9. **Changes to this Related Service Data Information Sheet**

New legal requirements, company decisions or technical developments may lead to changes to this Related Service Data Information Sheet and require us to adapt this Related Service Data Information Sheet document accordingly. The current version can be found on our MELCloud website. Please note that external links to third-party websites or their contact information may change over time. If you find information that is no longer up to date, please let us know.

Appendix 1

Product families and models that transfer data to the Related Services

Area	Family	Name
Air Conditioning	M series	RAC
		MXZ
	Mr Slim	PAC-A Control
		HPDX
	City Multi	Mini VRF
		VRF
		HVRF
		PWFY
Commercial H/P and chillers	City Multi	DT-R, e-Series
		CAHV
		QAHV
	MEHITS	MEHITS chiller via MNET adapter
Residential Heating	Ecodan	Ecodan CO2
		Ecodan
		Geodan
		Hydrodan
Ventilation/air purification	Lossnay	Lossnay residential vertical
		Lossnay commercial
		Lossnay commercial DX
Controls	MELANS	PAC-YG66DCA DIDO controller
		PAC-YG60MCA PI controller
		PAC-YG63MCA AI controller
		AE-C400A-E-EX controller
		EW-C50A-E-EX controller
		AE-200E controller
		MCC-50E controller

Appendix 2

Product data points categories available per product family

	City Multi	City Multi	M series & Mr Slim	Ecodan	Lossnay	Lossnay	Lossnay	MEHITS	MELANS
	Mini VRF, VRF, HVRF, PWFY	DT-R, e-Series, CAHV, CRHV, QAHV	RAC, MXZ, PAC-A control, HPDX	Ecodan CO2, Ecodan, Geodan, Hydrodan	Residential VL	Commercial LGH	Commercial GUF	MEHITS chiller via MNET adapter	PCA-YG6*
Control mode, state, error	✓	✓	✓	✓	✓	✓	✓	✓	✓
Operation mode, feature setting, user control	✓	✓	✓	✓	✓	✓	✗	✓	✗
Sensor	✓	✓	✓	✓	✓	✓	✓	✓	✓
Actuator	✓	✓	✗	✓	✗	✗	✗	✗	✗
Valve	✓	✓	✓	✓	✗	✗	✗	✗	✗
Compressor	✓	✓	✓	✓	✗	✗	✗	✗	✗
Fan	✓	✓	✓	✗	✗	✗	✗	✗	✗
Fan input / output	✗	✗	✗	✗	✓	✓	✓	✗	✗
External input and output	✓	✓	✓	✓	✗	✓	✗	✗	✓
Damper output	✗	✗	✗	✗	✓	✓	✗	✗	✗
Estimated information	✗	✗	✗	✗	✓	✓	✗	✗	✗
Diagnostics, Service, Maintenance	✗	✗	✗	✗	✓	✓	✗	✗	✗
Circuit-board DIP switches	✗	✓	✗	✓	✗	✗	✗	✗	✗
Controller / Interface connectivity	✓	✓	✓	✓	✓	✗	✗	✗	✗
Power and Energy	✓	✓	✓	✓	✗	✗	✗	✗	✓

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