



ViewSonic Europe Limited
Miles Yard, 10 Miles Street
London, SW8 1GX

1st September 2025

To whom it may concern:

General Information on Compliance with Regulation (EU) 2023/2854 (Data Act)

Introduction

This document provides general information on how ViewSonic implements the Data Act (Regulation (EU) 2023/2854) with a focus on our connected service myViewBoard.

As myViewBoard is our primary digital platform generating and processing operational and user data, the information below specifically addresses its compliance with Articles 3(2) and 3(3) of the Data Act.

At the same time, we confirm that for all other ViewSonic products and services involving data processing or connectivity, we also adhere to the principles and obligations of the Data Act, ensuring fair access, transparency, and responsible use of data across our portfolio.

This document is intended as general guidance for partners and customers. Specific contractual terms, product configurations, or national requirements may result in variations.

Connected Product Information (Article 3(2))

1. Type, Format, and Estimated Volume of Product Data

- Types: interaction logs, session metadata, and user-generated content (e.g., annotations, whiteboard sessions, recordings).
- Formats: JSON (logs/metadata), PNG and PDF (exports), MP4 (recordings).
- Estimated volume:
 - Session metadata: approx. 1–5 KB per session
 - Whiteboard session content: 100 KB–5 MB per session
 - Video recordings: up to 100 MB per hour
- Note: If users connect third-party cloud storage (Google Drive, OneDrive, Dropbox), content is stored in the user's environment and not retained by ViewSonic.

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Registered No: 3131161



2. Continuous and Real-Time Data Generation

- Data is generated only during active user sessions.
- Near real-time processing occurs during interactions and collaboration.
- No passive background collection outside active use.

3. On-Device and Remote Data Storage

- On-device: temporary files and locally saved content when offline mode is used.
- Remote: secure cloud infrastructure supports accounts and services. Users may connect third-party storage providers.
- Retention:
 - User content: retained according to user settings and deletion preferences.
 - System logs: retained up to 90 days, unless otherwise required by law or agreement.

4. Access, Retrieval, and Erasure of Data

- Users may access and export their data via the myViewBoard interface.
- Full account and data deletion can be requested within the platform or via support.
- Governed by the Terms of Service and Privacy Policy.

Related Service Information (Article 3(3))

1. Purpose of Data Use

Data is processed to deliver platform functionality, maintain performance, support diagnostics, and improve services. No personal data is sold to third parties.

2. Data Holder and Third-Party Involvement

Under the Data Act, ViewSonic, as service provider, is the legal data holder. Users and organizations retain ownership of their content and exercise rights of access, portability, and deletion. Where relevant, third-party processors (e.g., cloud infrastructure, user-authorized integrations) act under GDPR-compliant Data Processing Agreements.

3. Control Over Disclosure to Third Parties

Users manage all integrations and sharing settings. No disclosure occurs without consent or a valid legal basis.

4. Right of Appeal

Users may lodge complaints under the Data Act with the competent authority designated in their Member State. For GDPR and privacy matters, the competent Data Protection Authority remains the contact point.

5. Trade Secrets

User data does not include ViewSonic trade secrets. Proprietary system operations and internal business logic remain confidential and protected.

6. Contract Duration

- Free accounts remain active until deactivated by the user.
- Paid licenses are subject to their agreed subscription terms.

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Documentation and Stable Access

- Terms of Service: <https://myviewboard.com/legal/terms-of-service>
- Privacy Policy: <https://myviewboard.com/legal/policy>
- Security White Paper: <https://myviewboard.com/white-paper/security>
- Data Residency Policy: <https://myviewboard.com/legal/data-residency>
- End User License Agreement (EULA): <https://myviewboard.com/legal/eula>

Important Note

This overview is intended as general information and does not replace specific agreements, service descriptions, or regulatory obligations. ViewSonic may update this information as services evolve or as legal requirements change.

Sincerely,

Cherry Hsu

Name: Cherry Hsu
Position: Operation Director
ViewSonic Europe Limited

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