



EU Data Act – Information regarding HPE Connected Products and Related Services

Introduction

HPE is committed to complying with the EU Data Act (Regulation (EU) 2023/2854), which establishes harmonized rules on fair access to and use of data. This statement provides pre-contractual information as required under Articles 3(2) and 3(3) of the EU Data Act, specifically addressing the product data and related service data (“data”) that may be generated or collected by HPE’s connected products and related services (“HPE Solutions”) offered in the European Union.

1. Scope of Covered HPE Solutions

This statement applies to HPE’s connected products and related services, which may include, but are not limited to:

- **Connected Products:** Servers, storage systems, networking equipment, and other devices capable of generating and transmitting data (e.g., routers, switches).
- **Related Services:** Device management platforms, firmware and software updates, remote diagnostics, telemetry, and cloud-based services.

The specific products and services in scope may vary depending on contractual arrangements and technical configurations.

2. Data Generated or Collected by HPE Solutions

Types of Data:

- Device information (e.g., model, serial number, configuration)
- Log files (e.g., system events, error logs)
- Telemetry data (e.g., performance metrics, usage statistics)
- Diagnostic and configuration data (e.g., crash reports, policy rules)
- Other data as required for the operation and support of the HPE Solution

Data Format:

Data is typically collected in structured, machine-readable formats (e.g., JSON, CSV, XML), but may also include unstructured log files.

Data Volume and Frequency:

The amount and frequency of data generated depend on the product type, configuration, and usage. For example, servers or networking devices may generate from kilobytes to megabytes of data per day, depending on operational activity.

Continuous and Real-Time Data Generation:

Some HPE connected products are capable of generating data continuously and in real time (e.g., telemetry for monitoring and management), while others may generate data on an event-driven or periodic basis.

Data Storage and Retention:

Data may be stored locally on the device, remotely on HPE-managed servers, or in the cloud, depending on the configuration of the HPE Solution. Retention periods may vary by solution, technical feasibility, and legal requirements.

3. User Access, Retrieval, and Erasure of Data

- **Access:** Users may access and export data via dashboards in the HPE cloud management portal or, where applicable, through local web interfaces.
- **Third-party Access:** Users can download and share data with third parties for agreed purposes, using the management portal or other available interfaces.
- **Erasure:** Data erasure options depend on the HPE Solution; HPE will provide information on erasure capabilities upon request.

4. Use of Data by HPE and Third Parties

- HPE may use readily available data for purposes such as performing contractual obligations, providing support, ensuring product and service quality, or improving performance.
- Data may be shared with third parties only for purposes agreed upon with the user, and subject to appropriate safeguards and contractual terms.

5. Trade Secrets and Confidentiality

If any trade secrets are contained in the data that is accessible from the connected product or generated during the provision of a related service, HPE will inform the user accordingly and implement legal and technical protection measures to prevent unauthorized use or disclosure of such data, in line with applicable law.

6. Contract Duration and Termination

The duration of the contract, as well as the termination arrangements, are specified in the agreement governing the provision of the HPE Solution.

7. Contact and Support

For further information, support, or to exercise rights under the EU Data Act, please contact HPE at: datarequest@hpe.com.

8. Complaints

Customers have the right to lodge a complaint regarding an alleged infringement of the provisions of Chapter II of the Data Act, with the competent authority under the national law governing their contract with HPE.

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