

EU Data Act

Notice Regarding Compliance with the EU Data Act

In accordance with the EU Data Act (Regulation 2023/2854), we are providing the following information to customers using our product.

a) The type, format and estimated volume of product data which our product is capable of generating

Silhouette Studio, Silhouette Connect

Type	Format	Estimated volume of product data	Description
Anonymous usage analytics	JSON - eg. {"client_os_info": "windows 10.0", "panel": "page_setup"}	Varies based on usage. <= 8.05 KB per session.	Anonymous data that records usage of different items within the software.
Anonymous Session Start	JSON - eg. {"Session": "Launch"}	<= 90 Bytes per session.	Anonymous data recording when the application has been opened.
Anonymous Session Close	JSON - eg. {"Session": "exit_gracefully"}	<= 90 Bytes per session.	Anonymous data recording when the application has been closed.
Anonymous Crash Statistics	JSON - eg. {"Event": "MouseClicked", "Crash": "NilObjectException"}	Varies based on usage. Cannot be precisely estimated, data depends on crashes which could occur at any point and after any amount of time of usage.	Anonymous data recording a sequential log of items clicked within the session and the events that preceded a crash.

Cutting machine

Type	Format	Estimated volume of product data	Applicable models
User Adjustment Data	Silhouette original format	112 Bytes	CURIO2 Portrait4 CAMEO5 CAMEO5 PLUS CAMEO PRO MK II CAMEO5 α CAMEO5 α PLUS

b) Whether our product is capable of generating data continuously and in real-time

- Data for software is generated at fixed intervals, such as start and close, or on specific events such as crashes.
- Data for the cutting machine is generated during processes such as product startup, drawing, and communication.

c) Whether our product is capable of storing data

- Data for software is saved both internally on the machine and externally (subject to permission given by the user).
- Data for the cutting machine is saved in the product's built-in ROM. It cannot be saved on a remote server.

d) How the user may access, retrieve or erase the data

- Local anonymous data can be found and erased from the machine by following the instructions listed below:
 - Windows:
 - Press [Windows]+R on the keyboard simultaneously
 - In the Run window type: %appdata%

- Press Enter
 - The following folder can be found and removed from this location:
 - com.silhouettesoftware.scratch.1
 - Mac:
 - Open the Finder
 - Press [Cmd]+[Shift]+G
 - Type in ~/Library/Preferences
 - The following folder can be found and removed from this location:
 - com.silhouettesoftware.scratch.1
- Please note: folders containing the anonymous logs in the scratch folders are automatically deleted by Silhouette Studio/Silhouette Connect on restart.
- Preferences, library content and custom material settings can be found and removed from the machine by following the instructions listed below:
 - Windows:
 - Silhouette Studio:
 - Press [Windows]+R on the keyboard simultaneously
 - In the Run window type: %programdata%
 - Press Enter
 - The following folders can be found and removed from these location:
 - com.aspexsoftware.silhouette_studio.8
 - com.aspexsoftware.silhouette_studio.license
 - Boost_interprocess
 - Press [Windows]+R on the keyboard simultaneously
 - In the Run window type: %appdata%
 - Press Enter
 - The following folders can be found and removed from these location:
 - com.aspexsoftware.silhouette_studio
 - com.aspexsoftware.studio_helper
 - Silhouette Connect:
 - Press [Windows]+R on the keyboard simultaneously
 - In the Run window type: %programdata%
 - Press Enter
 - The following folders can be found and removed from these location:
 - com.silhouetteamerica.Silhouette_Connect
 - com.silhouetteamerica.Silhouette_Connect.license
 - Boost_interprocess
 - Press [Windows]+R on the keyboard simultaneously
 - In the Run window type: %appdata%
 - Press Enter
 - The following folders can be found and removed from these location:
 - com.silhouetteamerica.Silhouette_Connect
 - com.aspexsoftware.studio_helper
 - com.aspexsoftware.reg_helper
 - Mac:
 - Silhouette Studio:
 - Open the Finder
 - Press [Cmd]+[Shift]+G
 - Type in ~/Library/Application Support:
 - The following folders can be found and removed from these location:

- com.aspexsoftware.silhouette_studio.8 (if present)
 - com.aspexsoftware.silhouette_studio.license
 - com.aspexsoftware.silhouette_studio
 - Open the Finder
 - Press [Cmd]+[Shift]+G
 - Type in ~/Library/Preferences:
 - The following folders can be found and removed from these location:
 - Delete the following folders within this location:
 - com.aspexsoftware.silhouette_studio
 - com.aspexsoftware.studio_helper
 - Silhouette Connect:
 - Open the Finder
 - Press [Cmd]+[Shift]+G
 - Type in ~/Library/Application Support:
 - The following folders can be found and removed from these location:
 - com.aspexsoftware.silhouette_studio.8 (if present)
 - com.silhouetteamerica.Silhouette_Connect.license
 - com.silhouetteamerica.Silhouette_Connect
 - Open the Finder
 - Press [Cmd]+[Shift]+G
 - Type in ~/Library/Preferences:
 - The following folders can be found and removed from these location:
 - com.aspexsoftware.studio_helper
 - com.aspexsoftware.reg_helper
 - com.silhouetteamerica.Silhouette_Connect
 - For further information on a clean installation and deleting Silhouette Studio folders use the following: <https://silhouetteamerica.freshdesk.com/support/solutions/articles/35000273458-clean-installation-instructions>
- Server Data - Data is anonymous, as this is the case there is no way to search the data or erase it once it has been shared to the server.
- User Adjustment Data for the cutting machine is displayed on the user adjustment screen using Silhouette Studio. Not supported to obtain or delete that data.