

Terms of Use for Acer User Experience Improvement Program (UEIP)

Acer User Experience Improvement Program (in short UEIP) is designed to automatically collect user data directly from the multitude users of Acer products. We will improve our products with the help of such user data. This document explains what data will be collected under the Acer UEIP and how it will be used.

Collection and Use of Information

Once you provide your consent to join the program, information regarding your device and how you use it will be periodically (maximum once per day) collected and sent to Acer, which we will use to improve our products and services. Depending on your wireless plan, this submission may be subject to data transfer and/or connection charges. The information includes the following to the extent applicable:

- Machine serial number, Machine model name, country, First user boot time, UEIP version, OS version and name, HW information
- Taskbar pinned application
- App Install/uninstall
- System(Crash, Power On/Off/S3/S4)
- Lid Switch
- User Input (Mouse/Styles/Touchscreen/Pen/Fingerprint)
- Audio(Mute, Audio Level)
- Display (On/Off/Dim)
- MAC address of Access Point
- Network Status (Connection Status/Speed)
- Disk Usage (Size, Usage)
- Power Usage (Battery Level, AC/DC mode)
- Application Usage (Desktop/Metro)
- Device Mode
- Network (DNS)
- USB port usage
- Wi-Fi (Type/Strength/Channel)
- HDD S.M.A.R.T.
- SD card
- Full Screen Transition
- ODD (default/inject/eject)
- Limited Keyboard Input
- Display Brightness
- Battery Cycle, Battery Max Capacity, Power Plan
- UWP App
- Desktop shortcut
- Overclock
- Name and type of apps on device using built-in camera and/or microphone
- Start time, end time and length of time for a specific app using the built-in camera and/or microphone for a specific session

Device-Specific Identifiers

Acer UEIP uses globally unique identifiers to identify your device ("Device-Specific Identifiers"). The Device-Specific Identifiers are randomly generated and stored in your device. They do not contain any personal information and cannot be used to identify you. Acer will use the above mentioned information only for the purpose of improving products which Acer provides in the future and to optimally meet the needs of its users. This information will not be shared or disclosed to any partners or other third-parties unless as mandated by law.

If I choose to join, can I opt out later?

Yes. You can choose to opt out of this program at any time by changing the settings via the Acer User Experience Improvement Program user interface. On Windows-based devices, you can find it by using the Windows 'search' function.

Security & Privacy

Acer is committed to protecting your privacy and the security of the collected information by a variety of methods, including the use of security technologies and procedures. For more information on how we handle customer data and how we protect its security, please refer to the below Privacy Notice.

Privacy Notice

By means of this privacy notice (hereinafter the "Privacy Notice") Acer Inc. (hereinafter "Acer", the "Company", "We" or "Us") with registered offices in 8F, No. 88, Section 1, Xin Tai 5th Road, Xizhi, New Taipei City 221, Taiwan, R.O.C., acting as data controller, informs you about our practices concerning the data processing that may be carried out by the Company when you register to the UEIP.

1. Purposes of the data processing

Once you provide your consent to join the program, information regarding your device and how you use it will be periodically (maximum once per day) collected and sent to Acer, which we will use to improve our products and services. The purpose of processing such data is to further improve the quality and the performance of our devices so as to ensure the best features possible in the near future. The Terms of Use include a detailed list of the information that Acer will process in the context of the UEIP.

Such information is collected automatically and Acer will not create a specific profile of your habits when using a device.

2. Communication of personal data

Information collected from your device will not be shared or disclosed to any partners or other third-parties unless as mandated by applicable law.

3. Transfer of personal data

Personal data may be transferred to Taiwan, where the Company's headquarters is located.

4. Personal data retention

The data will be stored for no longer than it is necessary to pursue the purposes of the data processing described above.

5. User's rights

You can at any time exercise your rights according to applicable laws, including the right to obtain confirmation as to whether or not personal data concerning you exists in Acer's files, to know their content and source, to verify their accuracy, or ask for modifications or cancellation. You can choose to opt out of the UEIP at any time by changing the settings via the Acer User Experience Improvement Program user interface.

For any questions or comments regarding this Privacy Notice or our website, please contact us at: privacy_officer@acer.com. In order to allow us to provide you with faster service, please submit inquiries in English if possible and advise us of the country you are contacting us from, along with a description of the make and model of your product (if applicable).