

## MY SKIN TRACK UV FAQ

### ABOUT THE SENSOR

#### What is My Skin Track UV?

*My Skin Track UV* by La Roche-Posay is the first battery-free wearable electronic sensor to monitor personal UV exposure. The personalized technology provides updates in real-time, stores up to three months of data and shows exposure trends over time. *My Skin Track UV* and its accompanying app make personal UV data easily accessible, allowing users to track their UV exposure—as well as humidity, pollen and pollution levels—and get customized skincare recommendation based on their skin concerns.

#### How does the sensor work?

The battery-free sensor is activated by the sun and powered by the user's smartphone using near-field communication. *My Skin Track UV* relays stored data to its accompanying app through an easy single-touch function: users simply tap *My Skin Track UV* against their smartphone to update the app.

#### Why doesn't the sensor need a battery?

The battery-free sensor is activated by the sun and powered by the user's smartphone using near-field communication. Near-field communication is a method of close-range wireless data transfer that allows two devices to exchange data without the need for an internet connection. NFC-equipped smartphones and other devices can exchange information with each other with an easy wave or tap.

#### How do I turn the sensor on/off?

The sensor does not need to be turned on or off because it is battery-free. You can start using it at any time. And even if you don't use it for a prolonged amount of time, it will not impact its quality.

#### How long will the sensor last?

Because the sensor is battery-free it can last for years as long as it is well taken care of.

#### How do I charge the sensor?

There is no need to charge the sensor because it is battery-free.

#### What types of phones is the sensor compatible with?

The sensor is compatible with NFC-enabled smartphones. iPhone 7 and later versions are all NFC-enabled. Most Android phones since 2015 are also NFC-enabled.

#### How do I know if my phone is NFC-enabled?

iPhone 7 and later versions are all NFC-enabled. Most Android phones since 2015 are also NFC-enabled. If you're not sure, check the

specifications of your phone online. There are also free apps that allow to test your phone to determine if it is NFC-enabled.

**Will the sensor ever be compatible with older models of phones?**

No - the sensor can only work with NFC-enabled phones which are relatively recent phone models. Older phones cannot be updated to be NFC-enabled so the sensor will not work with them.

**My phone is not NFC-enabled. Can I use the sensor any other way?**

No, the sensor is only compatible with NFC-enabled phones.

**Does the sensor work on tablets?**

No, the sensor only works with NFC-enabled smartphones - therefore the *My Skin Track UV* app is only developed for smartphones, not tablets. Currently, most tablets on the market are not NFC-enabled.

**Does the sensor work on the Apple watch?**

While the app integrates seamlessly with Apple's HealthKit, it does not sync with the Apple watch as it is not equipped with NFC technology.

**When and how frequently should I scan the sensor?**

You can scan the sensor as often as you'd like. We recommend scanning at least twice a day: at the beginning of the day and at the end. If you are outdoors, it is recommended to scan at least every two hours.

**Can multiple people use the same sensor?**

Multiple users cannot simultaneously use the same sensor, however multiple users can use the sensor at alternating times. Before giving the sensor to someone else to use, scan the sensor with your phone using the *My Skin Track UV* app to empty the sensor memory and download the stored data to your phone. The next user will have to create his/her own profile, entering information about skin tone, skin type and skin concerns.

**How do I scan the sensor with my phone?**

When in the *My Skin Track UV* app, tap the sensor icon on the top right corner of the home screen. This will open a pop-up on your screen prompting you to scan your sensor. Place the sensor in direct contact with your phone, on the area of your phone where the NFC reader is located. If you're unsure where the NFC reader on your phone is located, check your profile on the *My Skin Track UV* app. You can select the model of your phone in the NFC Reader Location section and the app will indicate where the NFC reader is located.

**Can I scan the sensor with a case on my phone?**

Most phone cases won't interfere with scanning, but if you are having trouble getting a read, try removing your case. Occasionally, the material or the thickness of the case might inhibit scanning.

**How and where should I wear the sensor?**

Snap the circular sensor into the enclosed metal clip. The clip can then be easily attached to your clothes and accessories. Make sure that the sensor is facing outwards while wearing it to ensure it is getting exposed to light.

**How do I know if the sensor is working or not?**

There is no power indicator on the sensor because it is always on. If you're wondering if it is working properly, simply open the *My Skin Track UV* app and scan the sensor with your phone. A functioning sensor will sync with the app, you will only receive a notification if the app is unable to successfully read the sensor.

**Can I put sunscreen on my sensor?**

No you should not put sunscreen on your sensor.

**Does the sensor work if it is covered? Can I put my sensor under my clothes?**

For accurate results, the sensor must be uncovered and exposed to light to measure your UV exposure most accurately. If covered, the measurement might not reflect the actual amount of UV exposure your skin has received.

**Does the sensor work indoors?**

Yes the sensor works both indoors and outdoors.

**Will the sensor alert me before I get a sunburn?**

The companion app will alert you when the UV index is high or when your percentage of max-sunstock is high based on your location, your skin-type and your collective time in the sun. However the sensor cannot predict or prevent sunburn. The higher the UV index and the higher your percentage of max-sunstock, the higher the risk of overexposure to the sun. Some key sun safety tips include: regularly using a sunscreen with broad spectrum SPF value of 15 or above, limiting time in the sun, especially from 10am to 2pm, and wearing long-sleeved shirts, pants, hats and sunglasses.

**What is the size of My Skin Track UV?**

The discreet wearable sensor is 12mm wide and 6mm high, and weighs 17.4 grams, including the clip.

**Is it safe for children to use the sensor?**

Yes, however because of the sensor's small size, we recommend that it only be used for children ages three and up.

**Is the sensor resistant to water and liquids – can I swim with it?**

The sensor is IP67 resistant which means it can resist water for up to 30 minutes if immersed in 3 feet of water or less.

**Will the sensor work if I accidentally left it on my clothes in the washing machine?**

The sensor may stop working if immersed in water for more than 30 minutes. To verify if your sensor still works, use the *My Skin Track UV* app and try to scan your sensor.

### **What is the warranty of the sensor?**

The details of the warranty for the sensor can be found on [www.laroche-posay.us](http://www.laroche-posay.us)

### **What is the sensor's return policy?**

Please verify the return policy of the retailer you purchased the sensor from. Return policies are typically available on the retailer's websites.

## **ABOUT THE APP**

### **What information does the app provide?**

The app provides user-friendly, customized data about the wearer's personal UV exposure and provides additional information including UV index, weather, air quality, pollen, and humidity. The user can input personal information including their skin concerns and the app provides skincare tips and product recommendation as well as notifications when environmental factors reach levels that may have an impact on skin.

### **Where can I download the app?**

The *My Skin Track UV* app can be found in the App store and on Google Play.

### **Can I use the app without the sensor?**

The sensor is needed to measure your personal exposure to UV and to receive alerts. However, without the sensor, you are still able to access partial information based on your location, such as weather and temperature.

### **What does max-sunstock mean?**

Your "max-sunstock" is a customized value representing the maximum amount of UV rays your skin may be exposed to before being considered at higher risk, according to a scientific review by a team of scientists and dermatologists.. This value takes the information you provided about your skin tone into account along with the UV index. Dermatologists recommend wearing sunscreen daily, even when UV exposure is low: wear sunscreen, reapply regularly and limit time in the sun.

### **What does the percent of max-sunstock mean?**

The percent of max-sunstock is an indication of the amount of UV you've been exposed to in relation to your calculated personal max-

sunstock. Essentially it is a gauge of your personal UV consumption and level of risk.

### **Do I need to wear sunscreen if I'm not reaching 100% of max-sunstock?**

We recommend using sunscreen daily, even if your percent of max-sunstock is under 100%. Even low doses of UV exposure can be detrimental for your skin. To help prevent sunburn and help decrease the risk of skin cancer and early skin aging, regularly use a sunscreen with broad spectrum SPF value of 15 or above and take other sun protection measures including limiting time in the sun, especially from 10am to 2pm and wearing long-sleeved shirts, pants, hats and sunglasses. Make sure to reapply frequently as detailed in the directions of your sunscreen.

### **Why is my percent of max-sunstock not decreasing after I applied sunscreen?**

Your sensor measures UV exposure independently of whether or not you applied sunscreen. It is an indicator of the level of UV rays that you have been exposed to.

### **Why is my percent of max-sunstock increasing although I wasn't in the sun most of the day?**

Even when not directly in the sun, UV rays can still reach your skin

### **Does the app measure both UVA and UVB rays?**

The sensor and its companion app measure both UVA and UVB rays.

### **What is the difference between UVA and UVB rays?**

Your sensor measures two types of UV rays: UVA and UVB rays. UVA and UVB rays are present all year round, but UVB rays are particularly high in the summer and at midday. UVB rays are a leading cause of sunburn and increase the risk of skin cancer. UVB do not go through glass and are partially blocked by clouds.

UVA rays are present all year round, regardless of how hot or sunny it feels. UVA rays are a leading cause of early skin aging and increase the risk of skin cancer. UVA rays can go through glass and clouds.

### **Why is the app asking what my skin tone is?**

Your skin tone is an important data point for our algorithm to calculate your max-sunstock most accurately. By providing information about your skin, you will receive the most accurate readings.

### **What operating systems is the app compatible with?**

The app is compatible with iOS 11 and up and with Android version 7 and up.

### **Why is some of the data such as temperature, humidity or air quality different between the app and my weather app?**

Several data points in the *My Skin Track UV* app are pulled based on your exact localization. Many weather apps are based more broadly on the city in which you are located and may therefore provide data that

is less customized.

### **What is the difference between this app and other available apps that measure UV, pollution and other environmental factors?**

You can use other available apps to be informed about various environmental factors, however, only the *My Skin Track UV* sensor and companion app will provide you with a personalized reading of your UV exposure and provide notifications and advice when environmental factors are at a level that may have adverse effects on your skin.

### **Why is the app suggesting to connect with my Apple Health Kit?**

Connecting with the Apple Health Kit is optional. If enabled, it will allow data such as the UV index to be pulled into the Apple Health Kit ecosystem, where other personal data like activities and health records can also be housed.

### **Is the data in the app accurate if I didn't have my phone with me all day?**

Yes, the data will be accurate as long as you wear the sensor. You will only be able to access the data by syncing the sensor with the app on your phone.

### **How does air quality impact my skin?**

High levels of pollution have been shown to adversely affect very dry/eczema-prone skin, oily/acne-prone skin, sensitive skin, or skin with visible dark spots.

### **What is the "Activities" tab?**

The "Activities" tab allows you to log activities such as tennis and running. Logging an activity allows the algorithm to gauge a highly accurate reading of your UV exposure, allowing you to track how your activities are affecting your exposure to UV and other environmental factors.

### **How do I log in an activity?**

Use the "Activities" tab, at the bottom of the *My Skin Track UV* app. Click on "Start New" and select the type of activity you're about to begin. Before starting the activity, select "Tap & Scan to Start". This action will prompt you to scan your sensor. You can press the pause button in the same tab at any time as needed. Once you've completed the activity, press the stop button, at which point you will be prompted to again scan your sensor. This allows you to get accurate readings of UV exposure during specific activities.

### **What is the "Skin Advice" tab?**

This tab provides you with a personalized skincare regimen of La Roche-Posay products, based on your skin type and the skin concerns you have entered in your profile.

## **LANGUAGE**

This FAQ is available in English and Chinese. In the event of conflict between the two language versions of this FAQ, the English version will prevail. No other languages will apply to this FAQ.

## **PRODUCT QUESTIONS**

### **Is *My Skin Track UV* the same product as *UV Sense*, the prototype L'Oréal introduced at CES in 2018?**

*UV Sense* was the prototype that informed *My Skin Track UV*. *UV Sense* was a battery-free wearable prototype that adhered to the nail and could be worn for up to two weeks; *My Skin Track UV* is the consumer product based off of *UV Sense* technology: it has been updated according to further research and user feedback. *My Skin Track UV* is durable, versatile, and intended for long-term use.

### **Why is *My Skin Track UV* a wearable clip sensor rather than a nail adhesive, like *UV Sense*?**

*My Skin Track UV* is a useful tool for all seasons. While the *UV Sense* adhesive could be worn for up to two weeks at a time, *My Skin Track UV* is designed for long-term, repeated use all year-round, to provide maximum input into UV exposure and sun safety. Transforming from a nail adhesive to a clip accessory allows for more versatile, longer use.

### **What materials are the sensor made of?**

The sensor is made of polymer and resin; the clip is made of stainless spring steel.

### **Does it come in additional colors?**

We are launching with one design, featuring the white and blue colorway and silver clip. We are planning additional designs to be released in the months to come.

### **Can I use the sensor for my pets?**

The sensor is not meant to be used for pets. The % of max sun-stock is a personalized measure based on your skin type and your skin tone. It is developed based on scientific research conducted on humans.

### **How is the pollen count calculated?**

The pollen count is data based on your geo-localization. The data is pulled in partnership with pollen.com

### **How is the air quality calculated?**

The air quality is data based on your geo-localization. The data is

pulled in partnership with BreezoMeter.

## **USER EXPERIENCE**

### **What should I do if I keep seeing 0% in my app?**

In order for your percent of max sunstock to change, you need to scan your sensor. To do so, click on the icon on the top right corner of the "Dashboard" tab in the My Skin Track app. Once scanned, the percent of max sunstock will increase if you have been exposed to UV. Depending on how high the UV index is, it may take more or less UV exposure for your percent of max-sunstock to increase.

### **How can I get less notifications?**

You can stop allowing notifications for the My Skin Track app in your phone settings. Note that by disabling notifications, you may not experience all the benefits of the My Skin Track app since alerts based on the evolution of environmental factors may be communicated to you via notifications.

## **SAFETY AND PRIVACY**

### **Is La Roche-Posay tracking personal data?**

All *My Skin Track UV* data is anonymized, meaning it contains no personally identifiable information. The user chooses the information they would like to share with the app, such as name or location, but this data is not shared or tracked in any other way.

### **How much data does the sensor store?**

The *My Skin Track UV* sensor can store up to three months of data; the app tracks that data over time. La Roche-Posay does not store any personal data, and the geolocation information used to inform the app is anonymized.

### **Does the sensor interfere with any implanted medical devices, skin conditions or topical medications?**

*My Skin Track UV* can be worn safely with other medical devices and does not affect skin conditions or topical medications.

### **Does the sensor emit radiation?**

No, the sensor does not emit radiation.



## MY SKIN TRACK UV 常見問題

### 關於感應器裝置

#### 什麼是My Skin Track UV?

My Skin Track UV是由La Roche-Posay生產的首部無電池可穿戴式電子感應器裝置，作監測用家曝曬於紫外光中的情況。個人化的科技為用家提供即時資料更新，儲存過去三個月的數據並顯示特定時間內的曝曬趨勢。My Skin Track UV和它的輔助應用程式讓用家可以輕鬆存取紫外線曝曬數據，追蹤他們的曝曬量(同時亦追蹤濕度、污染物和污染度)，並根據他們的皮膚問題為用家提供個人化的護膚建議。

#### 感應器裝置如何運作?

無電池感應器裝置接觸陽光便會啟動，並由用家的智能電話以近距離無線通訊充電。My Skin Track UV把儲存在內的數據傳送到輔助應用程式，操作非常簡單，用家只需把My Skin Track UV輕放於他們的智能電話上便可以單觸功能更新應用程式。

#### 為什麼感應器裝置不需要電池?

無電池感應器裝置接觸陽光便會啟動，並由用家的智能電話以近距離無線通訊充電。近距離無線通訊是一種可以讓兩個電子裝置在無需連接互聯網的情況下交換數據的近距離數據傳輸方法。備有NFC的智能電話和其他電子裝置僅透過觸碰或輕按，已可輕鬆傳送資料。

#### 我如何啟動/關閉感應器裝置?

感應器裝置沒有電池，所以無需啟動或關閉。你可以隨時開始使用。而即使你長時間不使用感應器裝置，亦不會影響其品質。

#### 感應器裝置的使用壽命為多久?

由於感應器裝置沒有電池，只要保養得宜可以使用多年。

#### 我如何為感應器裝置充電?

無需為感應器裝置充電，因為它沒有電池。

#### 感應器裝置與什麼類型的電話兼容?

感應器裝置與可使用NFC的智能電話兼容。iPhone7或以後推出的iPhone均可使用NFC。2015年以後出產的大部分Android電話亦可使用NFC。

#### 我如何知道我的電話能否使用NFC?

iPhone7或以後推出的iPhone均可使用NFC。2015年以後出產的大部分Android電話亦可使用

NFC。如果你不確定，可以在網上檢查你的電話的規格。另外亦有免費的應用程式讓你測試你的電話能否使用NFC。

### **感應器裝置可否和型號較舊的電話兼容？**

不可以 — 感應器裝置僅可與近期推出，可使用NFC的電話型號兼容。較舊的電話無法更新至可使用NFC，因此感應器裝置無法與其兼容。

### **我的電話無法使用NFC。我可以把感應器裝置用作其他用途嗎？**

不可以，感應器裝置僅與可使用NFC的電話兼容。

### **感應器裝置可以與平板電腦兼容嗎？**

不可以，感應器裝置僅與可使用NFC的智能電話兼容 — 因此My Skin Track UV的應用程式是為智能電話而設，而非平板電腦。現時市面上的平板電腦大部分均不可使用NFC。

### **感應器裝置與Apple Watch兼容嗎？**

雖然應用程式與Apple的HealthKit無縫融合，但它不會與未備有NFC技術的Apple Watch同步。

### **我什麼時候應掃描感應器裝置？掃描頻率為多久一次？**

你可以按個人喜好的頻率掃描感應器裝置。我們建議每日最少掃描兩次：每天早上和晚上。如果你身在戶外，建議最少每兩小時掃描一次。

### **一個感應器裝置可以供多個用家使用嗎？**

多個用家不能同時使用同一個感應器裝置，但多個用家可以交替使用感應器裝置。在把感應器裝置交予另一個人使用時，請用你電話上的My Skin Track UV軟件清空感應器裝置中記憶並下載已儲存數據到你的電話。下一位用家將可以創建他/她自己的帳號，輸入有關膚色、皮膚類型和皮膚問題等的資料。

### **我如何用電話掃描感應器裝置？**

開啟My Skin Track UV應用程式後，點選主頁面左上角的感應器裝置圖示。你的螢幕上會彈出視窗指示你掃描感應器裝置。把感應器裝置直接放在你的電話上，NFC閱讀器附近。若你不清楚你電話的NFC閱讀器在哪，可以檢查My Skin Track UV應用程式的帳戶。你可以在NFC閱讀器部分選擇你的電話型號，應用程式會指示出NFC閱讀器的位置。

### **我可以隔着電話套掃描感應器裝置嗎？**

大部分電話套不會影響掃描，但若你無法掃描感應器裝置，請移除電話套後再試試。物料或厚度偶然可能會影響掃描。

### **我該在哪兒如何配戴感應器裝置？**

把圓型的感應器裝置扣到附隨的金屬夾子，輕鬆將其夾於你的衣服或飾物上。確保穿戴感應器裝置時該感應器裝置面向出並可接觸到光線。

### **我如何得知感應器裝置是否正在運作？**

感應器裝置上沒有電源顯示因為它長期保持啟動狀態。如果你想測試它是否運作正常，在你的電話上啟動My Skin Track UV應用程式並掃描感應器裝置。正常運作的感應器裝置會與應用程式同步；如果應用程式無法成功讀取感應器裝置，你將會收到通知。

### **我可否在我的感應器裝置上塗防曬霜？**

你不應在你的感應器裝置上塗上防曬霜。

### **如果感應器裝置被覆蓋，它還能正常運作嗎？我可以把感應器裝置放在衣服下嗎？**

為取得準確結果，感應器裝置不可被覆蓋而且需曝曬於光線之中以取得最精準的紫外線曝曬讀數。如果覆蓋感應器裝置，量度數據則可能未能反映你的皮膚實際曝曬於紫外線的數據。

### **感應器裝置能在室內運作嗎？**

可以，感應器裝置在室內和室外都能運作。

### **感應器裝置會在我曬傷前提醒我嗎？**

當紫外線指數高或根據你所在位置、皮膚類型、累計曝曬時間計算出你的曝曬率為高的時候，輔助應用程式會提醒你，但感應器裝置無法預測或防止你被曬傷。紫外線指數和你的曝曬率越高，表示你曝曬於過多陽光下的最高曝曬率亦越高。部分防止曬傷的關鍵提示包括：定時塗抹使用防曬係數高於SPF15的防曬霜；限制曝露於陽光下的時間，特別是上午10時到下午2時之間；及穿著長袖衫、長褲、帽子和太陽眼鏡。

### **My Skin Track UV有多大？**

整個可穿戴感應器裝置連夾子闊度為12毫米及高6毫米，並重17.4克。

### **小孩子使用感應器裝置安全嗎？**

可以，但因為感應器裝置體型較小，我們建議感應器裝置只供三歲或以上的小孩使用。

感應器裝置防水嗎 – 我可以戴着它游泳嗎？

感應器裝置防水等級為IP67，即它可以在水深3尺或以上的地方防水約30分鐘。

### **如果我不小心把感應器裝置留在衣服上並放入洗衣機，感應器裝置還能正常運作嗎？**

如果在水中泡浸超過30分鐘，感應器裝置可能會停止運作。要測試你的感應器裝置是否仍能運

作，使用My Skin Track UV應用程式並嘗試掃瞄你的感應器裝置。

### **感應器裝置的保用政策是什麼？**

感應器裝置的詳細保用政策可以在[www.laroche-posay.us](http://www.laroche-posay.us)查閱。

### **感應器裝置的退貨政策是什麼？**

請向你購買感應器裝置的零售商確認退貨政策。一般可以在零售商網站查閱退貨政策。

## **關於應用程式**

### **應用程式會提供什麼資料？**

應用程式提供有關用家個人紫外線曝光的資料，易用而個人化，而且提供額外資料，包括紫外線指數、天氣、空氣質素、污染物和濕度。用家可以輸入個人資料，包括他們的皮膚問題。應用程式會提供護膚提示和產品建議，亦會在環境因素將可能影響皮膚時發出提示。

### **我可以在哪下載應用程式？**

My Skin Track UV應用程式可以從Apple Store及Google Play中下載。

### **我可以僅使用應用程式而不使用感應器裝置嗎？**

感應器裝置需要量度你的個人紫外線曝曬指數以發出警示。然而，沒有感應器裝置，你仍可以根據你的位置，例如天氣和溫度，使用部分資訊。

### **什麼是最高曝曬值？**

你的「最高曝曬」是一個個人化數值，代表你的皮膚可以曝曬於紫外線下而不構成較高風險的耐久度，數據會經科學家和皮膚學家組成的科學團隊以科學角度分析。此數值參考你提供的膚色數據，同時亦把紫外線指數列入計算之中。皮膚學家建議每日都塗抹防曬霜，即使僅曝曬於少量紫外線：塗抹防曬霜、定時重新塗抹並限制曝曬於陽光中的時間。

### **最高曝曬率指什麼？**

最高曝曬率是一個指數，計算你已曝曬的紫外線量與你計算個人最高曝曬值之間的關係。它對於精準地量度你的個人紫外線接受量和風險相當重要。

### **如果最高曝曬率尚未到100%，我仍需要塗抹防曬霜嗎？**

我們建議每日使用防曬霜，即使你的最高曝曬率低於100%。曝曬於少量的紫外線中亦可能會對你的皮膚造成傷害。為幫助防止曬傷、降低患皮膚癌的風險和皮膚提早老化，定時塗抹使用防曬係數高於SPF15的防曬霜和採取其他防曬方法，包括限制曝露於陽光下的時間，特別是上午10時到下午2時之間；及穿著長袖衫、長褲、帽子和太陽眼鏡。確保按你的防曬霜的指示定時重新塗

抹。

### **為什麼我的最高曝曬率沒有在我使用防曬霜後降低？**

你的感應器裝置獨立量度紫外線曝曬率，與你是否塗抹防曬霜無關。指數是關於你已曝曬的紫外線水平。

### **雖然我全日大部分時間都未有曝曬於太陽之中，為什麼我的曝曬率依然上升？**

即使未有直接曝曬於太陽之中，紫外線仍可照射到你的皮膚。

### **應用程式會否同時量度紫外線UVA和UVB？**

感應器裝置和輔助應用程式量度紫外線UVA和UVB。

### **紫外線UVA和UVB之間有什麼分別？**

你的感應器裝置量度兩種紫外線：UVA和UVB。紫外線UVA和UVB全年都存在，但UVB強度在夏天和正午更為強烈。紫外線UVB是導致曬傷和增加患上皮膚癌風險的一大成因。UVB不可以穿透玻璃，雲層亦能阻隔部分UVB。

UVA全年都存在，無論你覺不覺得炎熱。UVA是導致皮膚提早老化和增加患上皮膚癌風險的一大成因。UVA可以穿透玻璃和雲層。

### **為什麼應用程式會查問我的膚色？**

你的膚色是重要的數據，讓我們可以利用皮膚學最準確地計算你的最高曝曬率。提供有關你皮膚的資料，你將可以收到最準確的數據。

### **應用程式可以與什麼操作系統兼容？**

應用程式可以 iSO11 或以上及 Android 第 7 版以上系統兼容。

### **為什麼應用程式與天氣應用程式之間的部分數據，例如溫度、濕度或空氣質素有分別？**

My Skin Track UV 應用程式內不同數據點是從你的實際所在地收集。很多天氣應用程式以城市內範圍更廣的數據為基礎，數據可能較為不精準。

### **這個應用程式和其他可用作量度紫外線、污染物和其他環境因素的應用程式之間有何分別？**

你可以使用其他可用的應用程式以取得不同環境因素，然而，只有 My Skin Track UV 感應器裝置和輔助應用程式可以為你提供你曝曬在紫外線下的個人化數據，並當環境因素可能會對你的皮

膚有負面影響時提供通知和建議。

### **為什麼應用程式建議我連接 Apple Health Kit？**

你可以選擇是否連接 Apple Health Kit。如果啟用連接，包括紫外線指數在內的數據會輸入 Apple Health Kit 的系統內，並一併記錄其他個人數據，例如活動時間和健康記錄亦會。

### **如果我整天都沒有隨身攜帶電話，應用程式內的數據是否準確？**

數據準確，只要你戴着感應器裝置，將能收集到準確數據。當你將電話中的應用程式與感應器裝置同步，你將可存取數據。

### **空氣質素如何影響我的皮膚？**

高空氣污染指數會對皮膚帶來負面影響，造成乾燥/濕疹皮膚、油性/暗瘡性皮膚、敏感性皮膚或皮膚上有明顯黑斑。

### **什麼是「活動」分頁？**

「活動」分頁讓你可以記錄你的活動，例如打網球或跑步。記錄活動可以讓皮膚學產生高度準確的紫外線曝曬讀數，讓你可以追蹤你的活動如何影響你曝曬於紫外線或其他環境因素下所帶來的影響。

### **我如何記錄一項活動？**

使用 My Skin Track UV 應用程式最底部的「活動」分頁。點擊「開始新活動」並選擇你即將開始的活動類形。在開始活動前，選擇「輕按及掃描以開始」。這個動作將讓你掃描你的感應器裝置。需要時你可以隨時按同一個分頁中的暫停按鈕。當你完成活動後，按停止按鈕，屆時你將要再次掃描你的感應器裝置。這讓你可以取得你在進行特定活動時曝曬紫外線的準確讀數。

### **什麼是「皮膚建議」分頁？**

這個分頁會根據你個人檔案中的皮膚類型和皮膚問題，為你提供個人化 La Roche-Posay 護膚產品療程。

**語言**

此常見問題解答以英文和中文提供。如果本常見問題解答的兩種語言版本之間存在衝突，則以英文版本為準。其他語言不適用於此常見問題解答。

## 產品問題

### **My Skin Track UV是不是與L' Oréal 於2018年CES推出的原型 —— UV Sense為同一個產品？**

UV Sense 是為 My Skin Track UV提供資料的原型。UV Sense 是一個附在指甲上的可穿戴式無電池原形，最多可使用兩個星期；My Skin Track UV是根據UV Sense科技研發的消費者產品：它可以因應進一步研究和用家回饋更新。My Skin Track UV耐用而靈活，供用家長時間使用。

### **為什麼My Skin Track UV是一個可穿戴的夾子式感應器裝置而非像UV Sense那樣附在指甲上？**

My Skin Track UV在一年四季間都是有用的工具。UV Sense每次最多可以附在指甲上兩星期，而My Skin Track UV則是設計作長期、重覆在全年間使用，以提供最多的紫外線曝曬和太陽安全數據。從附着在指甲轉化為夾子飾品令其更靈活而耐用。

### **感應器裝置以何種物料製成？**

感應器裝置以聚合物和樹脂製成；而夾子則以不銹鋼彈簧製成。

### **它有其他顏色可選擇嗎？**

我們只推出一種設計，以藍白配色和銀色夾子。我們計劃在未來幾個月出推出其他設計。

### **我可以為我的寵物戴上感應器裝置嗎？**

感應器裝置不是為寵物而設。高曝曬率是基於人類進行科學研究，根據你皮膚類形和膚色計算得出的個人數據。

### **如何計算污染物？**

污染物數據是根據你的地理位置計算。數據是由合作夥伴pollen.com提供。

### **如何計算空氣質素？**

空氣質素數據是根據你的地理位置計算。數據是由合作夥伴BreezoMeter提供。

## 用家體驗

### **若我的應用程式一直顯示為0%，我應該做什麼？**

你需要掃描你的感應器裝置以更新你的最高曝曬率。請按My Skin Track應用程式中「控制板面」分頁左上角的圖示。掃描後，若你曾曝曬於紫外線，最高曝曬率將會提升。你的最高曝曬率將根據紫外線指數高低而隨著你所曝曬的紫外線提升。

### **我如何能減少收到通知？**

你可以在你電話設定中禁止My Skin Track應用程式發出通知。請注意，若停用通知，你將可能無法體驗My Skin Track應用程式的所有優點，因為環境因素的改變會以通知形式通知你。

### **安全和私隱**

#### **La Roche-Posay會追蹤個人數據嗎？**

所有My Skin Track UV數據為匿名，表示其將不會包含任何個人可識別資料。用家可以選擇他們希望與應用程式分享什麼資料，例如姓名和地址，但此等數據將不會以任何其他方式被分享或追蹤。

#### **感應器裝置內可儲存多少數據？**

My Skin Track UV感應器裝置最多可以儲存3個月的數據；應用程式會隨時間追蹤數據。La Roche-Posay不會記錄任何個人資料，而應用程式用以取得資訊的地理位置資料則為匿名。

#### **感應器裝置會影響任何植入的醫療器材、皮膚狀況或局部性使用藥物？**

My Skin Track UV可以安全地和其他醫療器材一同使用而且不會影響皮膚狀況或局部性使用藥物。

#### **感應器裝置會散發輻射嗎？**

不會，感應器裝置不會發出輻射。