

Privacy Policy – Terms & conditions

We at smanos are committed to protecting your privacy. Our goal is to provide you with a positive experience on our websites and when using our apps, products and services, while at the same time keeping your Personal Information, as defined below, secure. Our privacy practices are described below, as well as in separate notices given when an app, product or service is purchased or downloaded (our "Privacy Policy"). This Privacy Policy covers all smanos Products and smanos websites. By visiting smanos websites, using smanos Products or providing us with your Personal Information (as defined below), you unconditionally accept and consent to the practices, terms and conditions described in this Privacy Policy.

smanos wants to make smanos websites easy for you to navigate and smanos Products easy for you to use. We are constantly improving smanos websites and smanos Products to make them more user-friendly.

What information is collected?

We collect the following personal and device information when visiting any of our Site or using our Products:

Personal and Account Information

Information you provide during device setup, such as your name, email address, phone number, the location of each device, and the number of people in your home.

If you are invited to create an account from the owner of a smanos product, we will collect your name and email address from the smanos user that invited you. Your phone number and other account details will be obtained directly from you during the setup process, provided that you accept the invitation.

Unique identifiers such as your user name and password.

Device information

Audio and/or video is collected through the device. Audio and video data is stored securely on our servers to ensure you can access it and playback footage.

Environmental data from smanos's sensors, such as motion, air quality, humidity, temperature, and ambient light.

Device Information, such as model and serial number, physical network information (including IP address), device activity logs, and historic and current device configuration.

Information about your mobile device such as your mobile device ID (which is similar to a website IP address), device type, operating system, and mobile service carrier as well as your location.

How do we use your information?

We collect the information identified above and use it for the following purposes:

Provide you with user services and improve the smanos Product functionality and user experience.

To fulfill orders and process payments for the sale of Products or Services from our Site.

Administer your account and back-up your data.

Record log entries for your information and troubleshooting issues with your device.

Send you notifications through the smanos app. You can manage your notification preferences within the mobile app menu.

Send you marketing communications, where permitted by applicable law.

To conduct research and analysis to better understand how users access and use our Site and Products, both on an aggregated and individualized basis, in order to improve our Site, our Products, create new features, provide you new offerings, respond to user preferences, and to protect your data.

Respond to your questions and concerns and provide customer support.

Do We Share Your Information?

We will share certain categories of your information with third parties only in certain circumstances as described below:

Identifiable Information

Personally Identifiable Information (PII) is information that contains data that could be used to directly or indirectly identify you, like your name or email address. We only share this information under extremely limited circumstances. Primarily, this information is shared with third parties to provide you necessary Services or to operate your smanos device. For example, this information is shared on a limited basis to assist in managing the computers that store your personal and device information and to third parties that assist us in providing you with customer support. These third parties are authorized to use your personal information only as necessary to provide these services to us.

Specifically, we may share this information as follows:

Affiliates. We may disclose the information we collect from you to our affiliates and subsidiaries that provide services or conduct data processing on our behalf, or for data centralization and/or logistics purposes. If we do so, their use and disclosure of your personal information will be subject to this Policy.

Service Providers. We may disclose the information we collect from you to third-party vendors, service providers, data storage facilities, contractors or agents who perform functions on our behalf (e.g., with vendors that help us with delivering products to you, vendors that help us maintain our Site, or analytic providers).

In Response to Legal Process. We also may disclose the information we collect from you in order to comply with the law, a judicial proceeding, court order, or other legal process, such as in response to a court order or a subpoena. To the extent legally allowed, we will notify you of such requests prior to disclosing any information sought.

To Protect Us and Others. We also may disclose the information we collect from you where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person, violations of our Terms of Service or this Policy.

Anonymized Information

We may share your aggregated and de-identified information, which is anonymized and does not identify you. We may use this information in a variety of ways, including to publish trends about energy use or home security, and to generally improve our offerings. We may also share this anonymized information with third parties for marketing, research, or similar purposes.

Information We Share With Your Consent

We may share personally identifiable information with third parties provided we receive your consent to share that information. For example, you may opt to share certain information so it can be posted on your social media accounts like Facebook or Twitter, you may link your smanos account with another app, Product or Service, or you may opt into providing information to smanos's business partners to receive special offers. Information will never be shared for these purposes without your consent. We never share your audio or video information with any third party for business or marketing purposes.

Information Obtained From Third Parties

If you provide personal information about others or if others provide us your information, we will only use that information for the specific reason for which it was provided to us.

Cookies, Web Beacons and Other Web Tools

We use automatic data collection tools like cookies, embedded web links and widgets (collectively, "web tools"). These web tools collect certain information that your browser or your mobile device sends to smanos websites and smanos Products, such as computer IP address, browser type and

service provider. In addition, smanos uses small pieces of code called web beacons. Web beacons allow a website to transfer or collect information through a graphic image request. This allows smanos to collect information such as the address of the page you are visiting, the address of the referring page you previously visited, what browser or mobile device you are using, and your display settings. smanos and its partners use web beacons, for example, to find out if advertising on smanos websites and other websites that contain smanos ads is effective, or if certain videos on smanos websites or social media accounts are being viewed.

smanos may use web tools for the following purposes:

To identify the user's country and language and distinguish you from other users of smanos websites.

To save your registration information for future use on smanos websites and services.

To allow customer surveys to appear or not appear to customers.

To optimize your browsing experience by preloading certain features of smanos websites and services on future visits to make loading times faster and more efficient.

To understand how you use and interact with smanos websites and services.

To customize and provide you with a more personal experience when visiting smanos websites or our advertising partners' websites or when using smanos Products.

To improve smanos websites and services.

To count visitors to smanos websites, social media accounts and Products, and analyze website traffic, such as how many visitors have come to the smanos websites and/or social media accounts from advertisements on advertising partner websites.

You have the following choices regarding smanos's use of web tools:

You may refuse to accept cookies by activating the appropriate setting on your browser or mobile device. However, many features of smanos websites and smanos Products may not work as intended if you disable cookies, and areas that require registration or authentication and smanos website store transactions will not be accessible.

Security

We strive to maintain reasonable administrative, technical and physical safeguards designed to protect the information collected by smanos websites and smanos Products. Unfortunately, the transmission of information via the Internet is not 100% secure. Although we will do our best to protect your Personal Information, we cannot guarantee its security; any transmission is at your own risk.

It is important to note that if you use a computer or device that can be accessed by others, other people may be able to access unencrypted Personal Information. If you do not want your information to be available to others, exercise caution when using public computers or devices or when using any computer or device to which users unauthorized by you may have access.

We recommend that you take every precaution in protecting your Personal Information when you are on the Internet. For example, change your passwords often, use a combination of letters, numbers and symbols when creating passwords, and make sure you use a secure browser. You should also be aware that names that you give your Wi-Fi-enabled devices, home networks and services (also known as "friendly names") may be detectable by others outside your home, so you should not use Personal Information as part of your friendly names.

Updates and Upgrades

smanos Products may be updated or upgraded from time to time to provide additional features, address technical issues, and generally make your user experience better. Some smanos Products may include an auto-update feature, which gives us the ability to make updates automatically. You can change auto-update options by changing your settings within the smanos Product account information where applicable. In very limited cases, updates may still be automatically applied, regardless of the auto-update setting. For example, we may provide an automatic update that prevents or fixes a security vulnerability or breach to your network.

Third Party and Social Media Linked Sites

smanos websites and online services may contain links to websites or online services operated by third parties. smanos Products may also use or offer products and services from third parties, such as a third-party app that works with a smanos Product. Once you leave smanos websites and smanos Products, your activities are governed by the terms of use and privacy policies of the third-party websites and online services. smanos is not responsible for the privacy practices or the content of these websites and online services, and we encourage you to carefully read the terms of use and privacy policies of any website and online service you visit.

smanos websites and smanos Products may contain social media features, such as Facebook "Like" buttons. These features may collect information about your device's IP address, set cookies to facilitate interaction with social media features or link you to a social media website where you may post Personal Information. All interactions with social media features are governed by the privacy policy of the social media company providing the feature.

Updates to this Privacy Policy

We may update this Privacy Policy from time to time, so please review it frequently. If we change our Privacy Policy, we will post the revised version here, with an updated revision date.

Contact Us

Should you have any questions or concerns about this Privacy Policy, please contact us at privacy@smanos.com.

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