

# Privacy Policy

## 1. YOUR PRIVACY MATTERS

SAVI Controls, LLC ("SAVI Controls", "we", or "us") understands that you care about how information about you is collected and used. We respect your privacy and we are committed to protecting the personal information that you share with us. This Privacy Policy describes the privacy practices of SAVI Controls with respect to our products, services and websites (including [www.savicontrols.com](http://www.savicontrols.com) or other websites, online services, or applications operated or controlled by SAVI Controls, collectively the "Sites"). We outline the types of information SAVI Controls collects, how we collect it, how we use it, and the options you have to restrict the collection and use of your personally identifiable information.

By using SAVI Controls' products, services or Sites you signify your acceptance of SAVI Controls' collection and use of your personal information in the manner and for the purposes described herein. If you do not agree to some aspect of SAVI Controls' intended use of your information, you may use one or more of the methods described in this Privacy Policy to opt out of the specific type of collection or use of information. If you feel that these methods are insufficient to alleviate your concerns, please do not use our products, services, or Sites or otherwise provide SAVI Controls with your personal information.

## 2. COLLECTION OF INFORMATION

SAVI Controls may collect information about you any time you are in contact with SAVI Controls, its products, services or Sites. SAVI Controls may share this personal information with our subsidiaries and affiliates (and vice versa) but only for purposes consistent with this Privacy Policy.

### A. Information You Provide

We may ask you to provide personal information when you visit our Sites, use our products, register for a program or service, subscribe to a newsletter, respond to a survey, fill out a form, or in connection with other activities, services, features or resources we make available to you from time to time. We may ask you for: your name, title or position, email address, mailing address, phone number, financial information, and other personal information as appropriate. Additionally, we may request information about the SAVI Controls products you use, or third-party products connected to your SAVI Controls system, such as model or serial numbers. In the case of a technical issue, we may also collect information relating to a support or service incident. Please note that we do not intentionally collect any sensitive personal information relating to confidential medical facts, racial or ethnic origins, political or religious beliefs or sexuality; please do provide any of this type of information to us.

### B. Information Collected Automatically

To measure and improve the performance of our Sites, we may collect information during your visit to the Sites through our automatic data collection tools, which may include Web beacons, cookies, embedded Web links, pixel tags and other commonly used information-gathering tools. These tools help us track how users are interacting with our Sites, and help us make your visit to our Sites easier and more efficient by providing you with a customized experience and recognizing you when you return. SAVI Controls maintains its own pages on many social networking sites, and we may also collect information from you when you interact with our social networking pages.

### C. Use of Cookies and Other Web Tracking Technologies

A "cookie" is a small piece of data stored on a user's device. When you visit the Sites, SAVI Controls may place a "cookie" on your device which allows us to compile information about Sites usage and to recognize you when you visit the Sites again. In addition, we use pixel tags "tiny graphic images" to tell us what parts of our Sites our users have visited or to measure the effectiveness of searches performed on our Sites. This information can be used to enhance the content of the Sites and make your experience more informative. Pixel tags also enable us to send email messages in a format that users can read and tell us whether emails have been opened to help assure that we're only sending messages that are of interest to our users. If you subsequently provide us with your personal information, such as your email address, we will associate our cookies and tags with that information and you will no longer be an anonymous visitor to the Sites.

In some of our email messages we use a "click-through URL" linked to content on the Sites. When a user clicks one of these URLs, they pass through our web server before arriving at the destination web page. We track this click-through data to help us determine interest in particular topics and measure the effectiveness of our communications. If you prefer not to be tracked this way, simply avoid clicking text or graphic links in our email messages.

Like many other companies, we use third party partners to analyze data collected about your browsing behavior when you visit our Sites. Our Sites may include technology from Flurry Analytics, Google Analytics, Quantcast, Elaqua, Hubspot and other similar technologies. These tools provide us with analytical information, reports and analysis about the use of our Sites, and may record

the internet protocol (IP) address used to connect your device to the Internet, the type of device and operating system you are using, your general geographic information, as well as events that occur within our Site, such as the page that led you to our Sites, how often you visit pages within our Sites and other data related to the use of our Sites. We may also use these tools to help serve content that is relevant to you. For more information about these services and the related privacy policies and options available to you, please visit the websites of our analytics service providers listed above. If you wish to avoid SAVI Controls' use of these analytics services on our Sites, you may use any opt-out mechanisms provided by our analytics providers and/or actively manage the settings on your browser or mobile device to delete and disable cookies and other tracking/recording tools.

## D. Do Not Track Features

Some web browsers may let you enable a "do not track" feature that sends signals to the websites you visit, indicating that you do not want your online activities tracked. This is different than blocking or deleting cookies, as browsers with a "do not track" feature enabled may still accept cookies. There is currently no industry standard for how companies should respond to "do not track" signals, although one may develop in the future. We do not respond to "do not track" signals at this time. If we do so in the future, we will update our Privacy Policy and describe to describe our response. More information about "do not track" is available at [www.allaboutdnt.org](http://www.allaboutdnt.org). The only way to completely opt out of the collection of any information through cookies or other tracking technology is to actively manage the settings on your browser or mobile device to delete and disable cookies and other tracking/recording tools.

Information Collected through our Products, which we receive information that you or your installer inputs into your configuration project file which may include: the model and serial numbers of the SAVI Controls products installed; the version and type of any software installed; the type of third-party devices you integrate; the names of the rooms where you have connected devices; your zip code or time zone; and other information about your configuration. Some of our products also allow us to automatically receive data related to the functionality and use of the system, such as the time, frequency and type of use of the various components your system, a history of your device settings including any adjustments you make, data from any sensors built into the SAVI Controls system or the products you integrate into the system, the type of media player and media you are using, etc. This project--specific data may be stored along with any account information you provide when you set up an account with SAVI Controls including your email and other contact information. We use this information to help us customize our communications to you, troubleshoot problems with your system or account, and to improve the functionality of our products and help make your life more comfortable and secure.

## E. WHY WE COLLECT INFORMATION

SAVI Controls may collect and use your information for the following purposes:

1. To improve customer service and respond to requests. Information you provide helps us respond to your service requests and support needs more efficiently, and enables us to contact you in response to your requests for product information and support.
2. To personalize and customize your home automation experience.
3. To share with independent dealers that sell and service SAVI Controls products in your geographical area. We don't typically sell our products directly to our end users, so it is important that you have access to authorized dealers to be able to purchase our products.
4. To improve our products and services.
5. To process orders, returns and payments from our independent dealers and distributors.
6. To run promotions, contests, surveys or other features.
7. To conduct market research about our users, improve our marketing campaigns, content on our Sites, and display personalized ads to you on the internet.
8. To contact you by telephone to discuss your account or respond to requests and questions.
9. To send you periodic emails. We may use email addresses provided to us to send information and updates pertaining to accounts, purchases, or products. It may also be used to respond to inquiries, questions, and/or other requests. If you decide to opt-in to our mailing list, you will also receive emails that may include company news, newsletters, surveys, updates, related product or service information, and the like.
10. For other purposes when we have your consent.

We may also use information in the aggregate to understand how our visitors and customers as a group use the resources provided on our Sites and improve our products. We may also share aggregated, non-personally identifiable information publicly and with our partners. We take steps to keep this non-personal information from being associated with you and we require our partners to do the same.

## F. HOW TO OPT-OUT OF COMMUNICATIONS FROM SAVI CONTROLS

At various locations on our Sites or social media pages, you have the option to opt-in to receiving general communications from SAVI Controls. If you opt-in, you may change your mind at any time and tell us that you do not wish to receive these general messages by (i) sending an email to [privacy@savicontrols.com](mailto:privacy@savicontrols.com), (ii) by clearly following the "unsubscribe" instructions at the bottom of any email you receive, or (iii) by contacting our privacy department at the address below to unsubscribe from specific mailing lists.

## **G. HOW WE PROTECT YOUR PERSONAL INFORMATION**

Your personal information and data files are stored on SAVI Controls' servers and the servers of companies we hire to provide data storage services to us. SAVI Controls takes precautions including industry standard administrative, technical, and physical measures that are designed to safeguard the personal information collected from visitors and customers against loss, theft, and misuse, as well as unauthorized access, disclosure, alteration and destruction. When you enter personal information on our forms, we encrypt this data using SSL or other technologies. These technologies are designed to protect the confidentiality of your personal information when it's transmitted over the Internet. Notwithstanding all of our efforts, no security controls are 100% effective and SAVI Controls cannot guarantee that unauthorized third parties will never be able to defeat our security measures or use your personal information for improper purposes. In the event that your personal information under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and where appropriate, notify those individuals whose information may have been compromised and take other steps in accordance with any applicable laws and regulations.

## **3. WHEN WE DISCLOSE YOUR PERSONAL INFORMATION**

### **A. Generally**

Your personal information may be shared our subsidiaries and affiliates who are obligated to safeguard it in accordance with this Privacy Policy. There are also times when it may be advantageous for SAVI Controls to make certain personal information about you available to companies with whom SAVI Controls has a strategic relationship or that provide products and services to you on our behalf, including one or more independent dealers of SAVI Controls products serving your geographical area. These companies may use your personal information only to assist us accomplish one or more of the purposes for which we collected the information as set forth herein. For example, these partners may help us process information, extend credit, sell and deliver products to you, fulfill orders, manage and enhance customer data, provide customer service, assess your interest in our products and services, or conduct customer research or satisfaction surveys. Be assured, however, that SAVI Controls does not sell or rent your personal information to other third party marketers or spammers.

### **B. In Connection with an Acquisition**

SAVI Controls may transfer its database, including personal information contained therein, to a third party who acquires all or substantially all of the assets or stock of SAVI Controls whether by merger, acquisition, reorganization or otherwise. If this occurs, we will request that the purchaser continue to abide by the principles of the Privacy Statement, with respect to any data we've collected hereunder.

### **C. In Connection with Legal Process or Investigation**

SAVI Controls may also disclose your personal information to a third party if required to do so by law or if, in good faith, SAVI Controls believes that such action is necessary to: (i) comply with the law or with legal process; (ii) protect and defend SAVI Controls' rights and property or prevent fraud; (iii) protect SAVI Controls against abuse, misuse or unauthorized use of SAVI Controls' products or services; or (iv) protect the personal safety or property of personnel, users or the public.

### **D. CHILDREN'S PRIVACY**

The privacy of the very young is especially important to SAVI Controls. For that reason, and in accordance with the Children's Online Privacy Protection Act, we never collect or maintain information at the Sites from those we actually know are under 13, and no part of the Sites is structured to attract anyone under 13.

### **E. INTERNATIONAL VISITORS AND THE SAFE HARBOR FRAMEWORK**

If you are accessing our Sites from regions of the world with laws governing data collection and use that differ from U.S. law, then please note that your personal data will be transferred to the United States and by providing your personal data you consent to this transfer.

SAVI Controls participates in the U.S.–E.U. Safe Harbor program and the U.S.–Swiss Safe Harbor program which was developed by the U.S. Department of Commerce regarding the collection, use, and retention of personal information collected from the European Union. To view SAVI Controls' Safe Harbor certification status, visit <https://safeharbor.export.gov/list.aspx>. To learn more about the U.S. Department of Commerce Safe Harbor principles, visit [www.export.gov/safeharbor](http://www.export.gov/safeharbor). If you have any complaints regarding our compliance with the Safe Harbor program, you should first contact us at [privacy@savicontrols.com](mailto:privacy@savicontrols.com). If the complaint cannot be resolved through an internal dispute resolution process, we may submit your complaint to JAMS for mediation under the JAMS International Mediation Rules, which are accessible on the JAMS website at <http://www.jamsadr.com>.

### **F. THIRD PARTY LINKED WEBSITES**

The Site contains links to other websites. Please be aware that SAVI Controls is not responsible for the privacy practices of such other websites. SAVI Controls encourages you to be aware when you leave the Sites and to read the privacy statements of each website you visit. While SAVI Controls carefully chooses the websites to which it agrees to link, this Privacy Policy applies only to

information collected on our Sites, and we are not responsible for the privacy policies, practices or acts or omissions of any third party website.

## G. ACCESSING AND UPDATING YOUR INFORMATION

SAVI Controls takes reasonable steps to ensure that your personal information we process is accurate, complete and current by using the most recent information provided to us. As a visitor or consumer, you are always entitled to access and update your personal information or modify communication preferences by updating by contacting:

SAVI Controls, LLC.  
Attention: Privacy Request  
2420 Tarpley Rd. Suite 202  
Carrollton, Texas 75006

E-mail us: [privacy@savicontrols.com](mailto:privacy@savicontrols.com)

## 4. CHANGES

Our Privacy Policy may change from time to time, but we will not reduce the level of protection of your personal information collected pursuant to a previous version of this Privacy Policy without your consent. We will post any changes to our Privacy Policy on this page and we encourage you to periodically review our privacy policy for the latest information on our privacy practices. For new users, the changes or updates will become effective upon posting. For existing users, the changes or updates will become effective 30 days after posting.

## 5. QUESTIONS OR CONCERNS

If you have any questions or concerns about this policy or your information, please email us at [privacy@savicontrols.com](mailto:privacy@savicontrols.com).