

Otis Home Privacy Policy

Updated: December 2020

We understand that privacy is important to protect, and we believe that every user should know how we utilize the information collected from Users. We use information about you in ways you'd expect to improve your experience. This policy is created to help you understand what happens with personal information you provide us through the App. *Please read it carefully and reach out with any questions you might have. If you do not agree with anything included in this policy, do not access or use our Services and Products.*

SmartHome Ventures LLC ("Otis Home," "we," "us," or "our") is the provider of the Otis Home service. We are committed to protecting our customers' privacy and personal information. This Privacy Policy governs the manner in which Otis Home Services collects, uses, maintains, and discloses information collected from users ("User" or "you") of its hyperlink website ("the Site"), its mobile applications ("Mobile Apps") available for you to download and use on handheld devices and tablets ("Mobile Devices"), any derivative or affiliated websites or mobile applications on which this Privacy Policy is posted, and our related services, products, and features (collectively, "the Services"). By using or accessing the Services in any manner, you acknowledge that you accept the practices and policies outlined in this Privacy Policy, and you hereby consent that we will collect, use, and share your information in the following ways. Remember that your use of our Services is at all times subject to the **Terms of Service**, which incorporates this Privacy Policy. We reserve the right, at our discretion, to change, modify, add, or remove portions of this Privacy Policy at any time by posting such changes to this page. Our Services may contain links to other websites, which are not operated or controlled by Otis Home. We are not responsible for the privacy practices of any other websites. You understand that accessing these websites is entirely at your own risk. You should review the privacy practices of any other websites you choose to visit.

YOU UNDERSTAND THAT YOU HAVE THE AFFIRMATIVE OBLIGATION TO CHECK THIS PRIVACY POLICY PERIODICALLY FOR CHANGES AND HEREBY AGREE TO PERIODICALLY REVIEW THIS PRIVACY POLICY FOR SUCH CHANGES. THE CONTINUED USE OF OUR SERVICES, FOLLOWING THE POSTING OF CHANGES TO THIS PRIVACY POLICY, CONSTITUTES AN ACCEPTANCE OF THOSE CHANGES.

What Information We Collect

Personal Information You Give Us

We may collect personal information from you in a variety of ways. Personally Identifiable Information is information that can be used to identify, contact or locate a person. We collect your information for specific purposes. For example, we use contact information, such as your name, email address, and physical address to manage your account, process your orders, and communicate with you; financial information, such as credit card, debit card, or other payment information collected to process payments made from Otis Home through our Services; Mobile

Device names or images to personalize your experience, and other information collected during the account registration process, including your user name(s) and password(s).

If you communicate with us by email or otherwise, we collect and store any information you provide. We use all information you provide us to enhance your experience using our System.

Information We Collect Automatically

Whenever you interact with our Services (whether through a browser, an application, connecting Equipment to our Services, or otherwise), our System automatically receives and records information from your browser, Mobile App, or Equipment. While connected to the Services, this Equipment automatically reports information to our System, which may include personal information. Information collected automatically may include your IP address, location details, the type of browser, application or Mobile Device you are using to access our Services, actions you perform within applications, and the identity of the Site page or feature you are requesting. We may use IP addresses to analyze trends, administer our Services, and gather broad demographic data for aggregate use. We may also collect information regarding the device(s) you use to access or use our Services to provide a high-quality experience through adequate testing on frequently used devices. We use information about your user experience to improve, develop, and evaluate our System. We may also use technologies, such as location-based information, to provide you with tailored information and features as you use our Services.

Some of our Services allow you to install and operate cameras. You may choose to create “rules” to allow for the creation of videos and still images. You may also access the camera(s) in real time to watch a streaming video or to record a video or capture an image on demand. Video and images that you capture or record (“Your Media”) are stored in our System. Your Media is property of Otis Home and licensed to you and is only shared with third parties as necessary to provide you with Services that you request and authorize. You are responsible for any content that you choose to publish or share with others.

Tracking Technologies

We may use “cookies” or other tracking technologies to understand how you use our Services so that we can optimize your user experience. A cookie is a piece of software stored on your computer or device to uniquely identify your browser or to store information or settings on your computer or device. We may also send instructions to your computer or device using JavaScript or other computer languages to gather the sorts of information described above and other details about your interactions with the Site. If applicable, our advertising partners may transmit cookies to your browser, application or Mobile Device, when you click on ads that appear on the Services. Also, if you click on a link to a third-party website or service, that third party may also transmit cookies to you.

How We Use Your Information

Non-personal Information

We may use personal information collected through our Services for the specific purpose for which the information was collected, to process purchases and sales of our Services and

Equipment, and to contact you regarding Services or Equipment offered by Otis Home. We may combine and enhance your personal information with information we receive from third parties, as long as we use the combined information as described in this Privacy Policy. We may access Your Media for the purpose of backing up, safeguarding, or otherwise protecting Your Media. We may also use information collected through our Services for research regarding the effectiveness of our Services and the business planning, marketing, advertising, and sales efforts of Otis Home, our trusted affiliates, independent contractors, and business partners.

Information We Share

When We Share Your Personal Information

We employ other companies and people to perform tasks on our behalf and need to share your information with them to provide products or services to you. For example, we utilize third parties to assist us with video hosting and storage, credit card billing, survey administration, technical or customer support, shipping, and email and data analytics. Unless we tell you differently, they do not have any right to use the personal information we share with them beyond what is necessary to assist us.

Otis Home will not sell your personal information to any third parties. We may be required by law to disclose personal information at the request of law enforcement or government agencies, or in response to subpoenas, court orders, or other legal processes to establish, protect, or exercise Otis Home's legal or other rights, or to defend against a legal claim as otherwise required or allowed by law. We may disclose personal information in order to protect the rights, property, or safety of a User or any other person. Otis Home may disclose or transfer your personal information in a sale or potential sale of our assets or business or merger, consolidation or other reorganization of our business.

Advertising

In the future, we may allow you to see advertisements or promotional offers to enhance your experience with the service or that is relevant to your interests ("Targeted Advertising"). You will be able to opt out of Targeted Advertising at any time by changing your personal settings. If you do not opt out of Targeted Advertising, you agree that we may share any non-personal information we have collected from you to an Advertiser, so that an Advertiser may select the appropriate audience for advertisements or offers. For example, we might use the fact you are located in Los Angeles to show you ads or offers in your area but will not tell such businesses who you are.

We may participate in advertising networks administered by third parties, so you may see certain ads on other websites. These networks track your online activities over time by collecting information through automated means, including through automated technologies described above, and they use this information to show you advertisements that are tailored to your individual interests. The information they collect includes information about your visits to our Site, such as the pages you have viewed. This collection may take place both on our Site and on third-party websites that participate in the relevant ad network, such as websites that feature advertisements delivered by the ad network.

How We Protect Your Personal Information

It is your responsibility to protect account login credentials, such as your username(s) and password(s) from unauthorized access. You should not share your login credentials with anyone else. We recommend you log out after accessing your account, change your password on a periodic basis, and limit access to your computer or device and its browser.

Information about Users that is maintained on Otis Home's systems and those of its contractors is protected using industry standard security measures. However, no security measures are perfect or impenetrable. Otis Home cannot guarantee that the information submitted to, maintained on or transmitted from its systems will be completely secure. Otis Home is not responsible for the circumvention of any privacy setting or security measure relating to our Services by any Users or third parties.

How to Correct, Update, Access, or Remove Personal Information

You can correct, update, or remove your previously-provided personal information if your personal information changes or if you no longer want to receive information from us beyond information related to our Services. Or, if you wish to revoke your consent to use your personal information, email us at info@otishome.com at any time. In certain circumstances, we may not be able to completely remove your information from our systems. For example, we may retain your personal information for legitimate business purposes, if it may be necessary to prevent fraud or future abuse, for account recovery purposes, if required by law or as retained in Otis Home's data backup systems or cached or archived pages. All retained personal information will continue to be subject to the terms of the Privacy Policy to which you have previously agreed.

Other Notes about Privacy

Children

Our services are not directed at children under 13 years of age and Otis Home does not knowingly collect personally identifiable information from children under 13 years of age online.

Notice to California Residents

Pursuant to California law, residents may request that we provide them with a list of their information that we disclosed to third parties for direct marketing purposes during the prior year and identify those third parties. If you are a California resident and want to make such a request, please email us at info@otishome.com.

Notice to Users from Outside the U.S.

The Service is hosted in the United States and governed by United States law. If you are using the Service from outside the United States, please be aware that your information may be transferred to, stored and processed in the United States where our servers are located and our central database is operated. The data protection and other laws of the United States and other countries might not be as comprehensive as those in your country. This Service is not directed to or intended to be used by residents of member states of the European Union. By using the

service, you consent to your information being transferred to our facilities and to the facilities of those third parties with whom we share it as described in this Privacy Policy.

Contact Us

If you have any questions about this policy or if you would like to update your information with us, please email us at info@otishome.com.

SmartHome Ventures LLC (dba "Otis Home", "Pepper"), located at 7900 College Blvd Suite 113, Overland Park, KS 66210.