

**RESIDEO CONNECTED HOME END-USER LICENSE AGREEMENT AND PRIVACY  
STATEMENT  
Effective from 1<sup>st</sup> June 2020**

Welcome! Below you will find Resideo's Connected Home End-User License Agreement and Privacy Statement.

*The highlights:*

The [End User License Agreement](#) includes:

- A license to software that governs the use of the software by you
- The terms of service
- Strict limits on our financial and other liability related to any losses you may incur arising out of your use of the system and services

The [Privacy Statement](#) describes, among other things:

- Information we collect:
  - Information you provide by completing your account registration; e.g., name, email, address, and zip code
  - Information about how you use the system and/or services; e.g., how and when you use the systems or services, frequency of use, etc.
  - Data that relates to the systems and/or services; e.g., indoor/outdoor temperatures, schedules, timing of events and alerts, audio or video clips, settings, etc.
  - Other types of information, as set forth below in the Statement
- How we use the information:
  - To provide the service and operate the system
  - To improve our products and services
  - To offer you products and services we think you'll be interested in; we do not share your contact information with third parties for marketing purposes without your express consent
  - In other ways as further described below in the Statement

**IMPORTANT INFORMATION ON THE SYSTEM**

**Third Party Service Providers Used By Resideo.** Resideo uses third party service providers to enable some aspects of Resideo Services – such as, for example, cloud services, data storage, synchronization, and communication through cloud service providers. These third party services are beyond Resideo's control, but their operation may impact or be impacted by the use and reliability of Resideo Services. Please note that (i) the use and availability of Resideo Services is dependent on third party service providers, (ii) these third party service providers do not guarantee 100% availability of their services, and (iii) Resideo is not responsible for damages and losses due to the operation of these third party services.

**Intended use of Resideo System.** The System is intended to be accessed and used for non-time-critical information and control of products. While Resideo aims for the Resideo System to be highly reliable and available, it will not be available 100% of the time. The System is subject to sporadic interruptions and failures for a variety of reasons beyond Resideo's control, including Wi-Fi intermittency, service provider uptime, mobile notifications and carriers, among others.

**No Life-Safety or Critical Uses of the Services.** The System is not certified for emergency response. In addition, the System cannot be considered a lifesaving solution for people at risk in the home or business, and it is not a substitute for emergency services. All life threatening and emergency events should be directed to the appropriate response services. For monitoring and security or fire alarm services, you may enter into a separate agreement with a certified Central Station.

**Reliability of Notifications.** The System, including remote access and mobile notifications, will not be 100% available. There may be instances in which you do not receive notification. The efficiency of notifications is dependent on the third-party products and services listed above and on your devices' functionalities. You are responsible for the functionalities of your computer or mobile device.

THE SYSTEM IS NOT A THIRD-PARTY MONITORED EMERGENCY NOTIFICATION SYSTEM – RESIDEO DOES NOT MONITOR EMERGENCY NOTIFICATIONS AND WILL NOT DISPATCH EMERGENCY AUTHORITIES TO YOUR HOME OR BUSINESS IN THE EVENT OF AN EMERGENCY.

YOU SHOULD NOT RELY ON THE SYSTEM FOR ANY LIFE SAFETY OR CRITICAL PURPOSES. MOBILE NOTIFICATIONS REGARDING THE STATUS AND ALARMS ON YOUR PRODUCTS ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY – THEY ARE NOT A SUBSTITUTE FOR A THIRD-PARTY MONITORED EMERGENCY NOTIFICATION SYSTEM.

**No Guarantee.** There is no guarantee that the System will provide adequate warning in any given situation, or that it will not be compromised or circumvented before it communicates with any entity or person that is responsible for monitoring and responding to messages sent from your intrusion alarm or fire alarm control panel or from similar equipment designed to warn of possible harm or impairment to persons or property ("Central Station"), if your alarm system is connected to one, or that it will prevent any personal injury or property loss caused by burglary, robbery, fire, excessive heat, cold or humidity or otherwise. Further, there is no guarantee that the System or your mobile device or computer will transmit or receive all signals sent by or to you or your contractor, dealer or central station regarding the System Services you have subscribed to, including signals regarding the activation or deactivation of your alarm system. You acknowledge that having a security or fire alarm system does not guarantee that you will not have a burglary, robbery, fire or other event and is not an insurance policy. You acknowledge that the availability of the System Services is dependent on your computer, mobile device, home wiring, your internet service provider, your satellite provider in the case of geolocation services, and your mobile device carrier and you acknowledge that you are responsible for all fees associated with such use and for compliance with any agreements related to such use. You further acknowledge that Resideo and any network service providers cannot guarantee the security of any wireless transmission and will not be liable for any lack of security relating to the use of any service. You agree that you will not resell any of the wireless services provided to you as part of the System. Resideo makes no guarantee that the System will be compatible with all computers or handheld devices. You should first test those devices at home for compatibility before using them away from home.

**Resideo will have no liability for any loss or damage based on a claim that the System failed to give warning or an alert of any type and you hereby release Resideo from all liability resulting therefrom.**

## **RESIDEO CONNECTED HOME END-USER LICENSE AGREEMENT**

This Resideo End-User License Agreement (this "Agreement") is a legal agreement between you and Resideo Technologies, Inc. and its subsidiaries ("Resideo") for the use of the Resideo Services and the license of the Resideo Software, both as defined below. For convenience, we refer to the combination of products, software, and services, or any combination thereof, that we provide to you as the "System."

By accepting this Agreement or installing or using the System, you agree to be bound by the terms and conditions in this Agreement. You agree that you are the end-user of the System and you represent that you are of legal age and are authorized to enter into this Agreement.

This Agreement covers use of several different Resideo products and services; as clarification, in some instances, certain provisions of this Agreement relate solely to a specific product or service.

### **1. LICENSE, LIMITS.**

This Agreement is for the use of the Resideo connected solutions, including Resideo software for use on any Resideo products and communications networks, Resideo software allowing web-based interface and underlying functionality and access to Resideo services, Resideo mobile device applications software, and any Resideo networks related to any of the foregoing (collectively, the "Resideo Services") and the licensure of software products identified above, which includes computer and application software and may include associated media, printed materials, and "online" or electronic documentation, and any future versions, releases, updates, patches, error fixes and bug fixes of the above software ("Resideo Software").

The System includes software owned by Resideo and software licensed to Resideo, and is protected by United States and international copyright laws and treaties, as well as other intellectual property laws and treaties. The System is licensed to you, not sold. Subject to the terms of this Agreement, Resideo grants you a limited, non-exclusive, non-transferable license (without the right to sublicense except as set forth below) to use the System, and its related Resideo Software, solely for your personal use in monitoring your home or business. The foregoing license includes the right to install the Resideo Software on your personal computer and/or mobile device and to use the Resideo Software in conjunction with your licensed use of the System. Unregistered use, reproduction and distribution of the System is not permitted by Resideo and is in violation of U.S. and international copyright laws and is subject to civil and criminal penalties. You are specifically prohibited from making or distributing any copies of the System, except as permitted by applicable law. All rights of any kind in the System and all other rights of Resideo, which are not expressly granted in this Agreement, are entirely and exclusively reserved to and by Resideo (including the software object code and source code). You may not rent, lease, copy, modify, or translate the System, or create derivative works based on the System. You may not alter or remove any of Resideo's copyright or proprietary rights notices or legends appearing on or in the System. You may not reverse engineer, decompile or disassemble the System except to the extent expressly permitted by mandatory provisions of applicable law (including national laws implementing European Union Directive 91/250/EEC on the legal protection of computer programs) in order to gain certain information for limited purposes specified in these laws. You may not exercise your rights under these laws, unless you have first requested, in writing, and Resideo has refused to provide within 30 days of such request, the required information. Except as set forth herein, you may not make access to the System available to any third party,

nor are you authorized to make the output generated by or the results of any performance or functional evaluation of the System available to any third parties.

If you are a Central Station or dealer, you shall have the right to sublicense access to the System solely to end users, provided each end user agrees to the terms of this Agreement and all applicable fees are paid to Resideo.

The System may contain or be derived from materials of third party licensors. Such third party materials may be subject to restrictions in addition to those listed in this Agreement. You agree that any third party supplier shall have the right to enforce this Agreement with respect to such third party's software.

The System may contain Open Source Software that is provided to you under the terms of the open source license agreement or copyright notice accompanying such Open Source Software. As used herein, the term "Open Source Software" means any software, program, module, code, library, database, driver or similar component (or portion thereof) that is royalty free, proprietary software, the use of which requires any contractual obligations by the user to a third party or any license that has been approved by the Open Source Initiative, Free Software Foundation or similar group.

If you subscribe to GPS Tracking Services as part of your System, you agree that you will only use the location based services in accordance with applicable law and as intended as described in the documentation provided with the Service. You acknowledge that Resideo shall have no liability for your usage of the Service that does not comply with law or the intended purpose.

## **2. PASSWORD AND ACCESS.**

You agree to: (a) provide true, accurate, current and complete information about yourself as prompted by the registration form and (b) maintain and promptly update such information. You must create a username and password to access the System. If you are provided with a temporary username and password you must modify the temporary credentials and create your own username and password. You are responsible for maintaining the confidentiality of your password and account and you are fully responsible for all activities that occur under your password, account or any subaccount. You agree to (a) immediately change your password in the event of any breach of security, (b) notify your Central Station if you have experienced a breach of security, and (c) ensure that you exit from your account at the end of each session. You agree that the terms of this Agreement will be binding upon and govern the relationship between Resideo and any third party to whom you grant access to your account or permit to maintain a subaccount. You further agree to take any and all action necessary to ensure compliance with, and enforce the terms of, this Agreement, and to indemnify Resideo for any and all costs, damages, losses or expenses incurred in respect of such third party user. Resideo cannot and will not be liable for any loss or damage arising from your failure to comply with this Section.

If your equipment does not work it may interfere with System network operations. Competent public authorities may require that Resideo have immediate access to your equipment in the event of an emergency pursuant to applicable law, statute, regulation, or court order. You agree to provide such access as is necessary in an emergency to either your Central Station or dealer or Resideo network representatives as required.

You acknowledge and agree that you have the option to add additional parties to your account and such parties will have full or partial access to the System, including, but not limited to, the ability to view and change your daily schedule and thermostat and/or security or home automation settings and programming. You further

acknowledge and agree that Resideo has no responsibility to you with respect to the actions of such parties. Further, you acknowledge and agree that you have the option to include your contractor's or dealer's information in your account information and such party may receive alerts from the System regarding your home (e.g., in the event the temperature in your house drops below freezing or in the event of a security or safety breach, among other things) along with certain Contact Information (as defined below) in order to be able to identify the source of the alert. Your contractor or dealer may contact you in the event it receives such alerts. You acknowledge and agree that Resideo have no responsibility with respect to any actions or inactions on the part of such contractor or dealer.

You acknowledge and agree that Resideo and its affiliates, service providers, suppliers, and dealers are permitted at any time and without prior notice to remotely push software and firmware updates, enhancements, changes, modifications, additional functionality or bug fixes to the System. You hereby consent to the foregoing and, release Resideo and its affiliates, service providers, suppliers, and dealers from any and all liability arising from such action to the extent permitted by law.

### **3. TERM AND CANCELLATION; MODIFICATIONS TO SYSTEM; FEES.**

This Agreement is effective on the day you first use the System and will continue for so long as you continue to use the System and Services and to otherwise make any required System service payments. Resideo may terminate this Agreement at any time if you fail to comply with any of the terms hereof, including failure to make required System service payments, if applicable, effective immediately. If you have a contract with a dealer for certain Services, your right to use the Services is subject to your dealer or Central Station's payment of all fees due to Resideo for such Services and Resideo may suspend or terminate your access to the Services in the event a dealer fails to pay for Services being provided by Resideo or you fail to pay your Central Station any sums otherwise due. Resideo is legally allowed to raise any objections existing in Resideo's relationship with your dealer or Central Station also in the relationship with you, so your payment to your Central Station monitoring company does not guarantee your right to the System Services. You may incur additional fees from third party providers in connection with your use of the System Services, an independent handheld device, or the internet, for data transmission, video clip or still image transmission, internet usage, SMS, short code or other transmission fees, charges or taxes. If Resideo ceases supplying Services to you due to you or your dealer or Central Station's failure to pay for Services, Resideo will have no liability to you and you must look to your dealer or Central Station for the return of any amounts pre-paid by you to the Central Station or dealer. Depending on the Services contracted or subscribed to by you, Resideo may also suspend or terminate a user account because of user inactivity with prior notice. Depending on the Services contracted or subscribed by you, you may terminate this Agreement upon written notice to Resideo. Upon termination of this Agreement, the license granted hereunder will terminate and you must stop all use of the System immediately. Resideo reserves the right at any time to discontinue the Services permanently with prior notice. Resideo reserves the right at any time and from time to time to charge for use of the System, and modify or temporarily discontinue the System (or any part thereof) with or without notice provided it does not unnecessarily affect your use of Resideo Software and Services. You agree that Resideo will not be liable to you or to any third party for any modification, suspension or discontinuance of the System. You understand and agree that if you move you will delete your account and no longer access the Resideo System with respect to your prior address. If you have a contract with a Central Station you must notify it if you are moving to terminate your account.

### **4. WARRANTY DISCLAIMERS AND LIABILITY LIMITATIONS.**

THE SYSTEM IS PROVIDED TO YOU “AS IS” AND, EXCEPT AS SPECIFIED IN THIS SECTION, ALL EXPRESS OR IMPLIED CONDITIONS (BEING TERMS THAT ARE NOT CONTAINED IN THIS AGREEMENT BUT ARE OTHERWISE INCLUDED BY OPERATION OF LAW OR OTHERWISE), REPRESENTATIONS AND WARRANTIES OF ANY KIND, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR CONDITION AS TO NON-INFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, NON-INTERFERENCE, OR ARISING FROM A COURSE OF DEALING, LAW OR TRADE PRACTICE, ARE EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW AND ARE EXPRESSLY DISCLAIMED BY RESIDEO, ITS SUPPLIERS AND ITS LICENSORS. Because some states or jurisdictions do not permit limitations on certain warranties and representations, the above limitations may not apply in whole or in part to you. You may have additional rights as a consumer that vary from jurisdiction to jurisdiction and which are not specified in this Agreement.

RESIDEO IS NOT RESPONSIBLE FOR, AND EXCLUDES ALL LIABILITY FOR, ANY LOSS OR DAMAGE YOU SUFFER THAT IS NOT FORESEEABLE. Loss or damage is foreseeable (and therefore not recoverable) if it is an obvious consequence of Resideo’s breach or if such loss or damage was contemplated by you and Resideo at the time of entering into this Agreement. Neither Resideo nor its third party service providers are liable for your choice of security or fire alarm system installed at your premises or its connection to, or the operation of, your Central Station.

Resideo supplies the System to you for use in accordance with this Agreement only. You agree not to use the System for any commercial, business, or re-sale purpose, except to the extent such uses are permitted by this Agreement. You further agree that Resideo bears no responsibility for or liability in respect of loss or damage incurred in relation to (i) the accuracy, completeness, legality, reliability, operability, or availability of and content or information or material provided or accessible through the System; (ii) the deletion, failure to store, accidental disclosure, loss, mis-delivery, or untimely delivery of any information or material; or (iii) breaches of your home security systems, unless such loss or damage is due to a foreseeable breach of this Agreement by or on behalf of Resideo. Resideo shall not in any event be responsible or liable for information or events over which it has no control, including the content of message boards or other forums connected to the System.

EXCEPT AS OTHERWISE STATED IN THIS AGREEMENT, RESIDEO, ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS AND LICENSORS HAVE NO RESPONSIBILITY OR LIABILITY TO YOU FOR ANY LOSS OF PROFIT OR REVENUE, LOSS OF BUSINESS, BUSINESS INTERRUPTION, LOSS OF BUSINESS OPPORTUNITY, LOST OR DAMAGED DATA, LOSS OF CAPITAL OR FOR AGGRAVATED, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES, HOWEVER SO ARISING, INCLUDING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR WHETHER ARISING OUT OF YOUR USE OF OR INABILITY TO USE THE SYSTEM, EVEN IF RESIDEO, ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS OR LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. This limitation of liability and exclusion of types of damages may not apply to you in whole or in part depending on the laws of your home jurisdiction.

Nothing in this Agreement shall exclude or limit in any way the liability of (i) Resideo, its affiliates, officers, directors, employees, agents, suppliers and licensors collectively to you in respect of personal injury or death caused by their negligence; (ii) Resideo’s liability to you for fraud or fraudulent misrepresentation; or (iii) any

liability of Resideo that cannot be excluded under applicable law, which may include customer protection legislation in your jurisdiction.

Under no circumstances will Resideo be held liable for any harm resulting from downloading or accessing any information or material through the System, any delay or failure in performance resulting directly or indirectly from events outside of Resideo's control, including acts of nature, forces or causes beyond its reasonable control, including, without limitation, internet failures, computer equipment failures, telecommunication equipment failures, other equipment failures, electrical power failures, strikes, labour disputes, riots, insurrections, civil disturbances, shortages of labour or materials, fires, floods, storms, explosions, acts of god, war, governmental actions, orders of domestic or foreign courts or tribunals, non-performance of third parties, or loss of or fluctuations in heat, light, or air conditioning.

IN THE EVENT YOU (1) UTILIZE A NON-RESIDEO APPLICATION TO CONTROL YOUR RESIDEO PRODUCT; (2) CONNECT A NON-RESIDEO DEVICE TO YOUR SYSTEM; (3) UTILIZE A THIRD PARTY API; OR (4) BECOME PART OF A THIRD PARTY CONNECTED HOME OR BUSINESS ECOSYSTEM, YOU ACKNOWLEDGE AND AGREE THAT IN NO EVENT WILL RESIDEO BE RESPONSIBLE FOR THE ACCURACY, FUNCTIONALITY, RELIABILITY, AVAILABILITY, INTEROPERABILITY, LEGALITY OR USEFULNESS OF SUCH APPLICATION, DEVICE, API, OR ECOSYSTEM NOR WILL RESIDEO BE LIABLE FOR ANY DAMAGES THAT MAY OCCUR AS A RESULT OF SUCH USE. USE OF A THIRD PARTY APPLICATION, DEVICE, API, OR ECOSYSTEM IS ENTIRELY AT YOUR OWN RISK AND EXPENSE.

Please note that Resideo's obligation to deliver the Services is a reasonable effort obligation and not an obligation to achieve a specific result. Resideo will use reasonable efforts to deliver the Services.

## **5. MISCELLANEOUS.**

The failure of Resideo to enforce at any time any of the provisions of this Agreement will not be construed to be a continuing waiver of any provisions hereunder nor will any such failure prejudice the right of Resideo to take any action in the future to enforce any provisions hereunder.

Software and technical information delivered under this Agreement are subject to U.S. export control laws and may be subject to export or import regulations in other countries. You agree to strictly comply with all such laws and regulations, and you will be solely responsible for obtaining any import, export, re-export approvals and licenses required for such software any technical information, and retaining documentation to support compliance with those laws and regulations.

This Agreement is governed by and construed in accordance with the laws of England and Wales. You and Resideo both agree to submit to the non-exclusive jurisdiction of the English courts. Resideo acknowledges that where you are not based in the United Kingdom, you may have the right to bring proceedings in your home jurisdiction.

It is understood and agreed that, notwithstanding any other provisions of this Agreement, breach of any provision of this Agreement by you may cause Resideo irreparable damage for which recovery of money

damages would be inadequate, and that Resideo will therefore be entitled to obtain timely injunctive relief to protect Resideo's rights under this Agreement in addition to any and all remedies available at law.

This Agreement and Resideo's terms and conditions of sale that accompanied your purchase of any equipment directly from Resideo forms the entire agreement between you and Resideo and supersedes in their entirety any and all oral or written agreements previously existing between you and Resideo with respect to the subject matter hereof. Your subscription agreement or Central Station monitoring agreement (if applicable) with a dealer or a Central Station is a separate agreement. Your relationship with such dealer or Central Station is governed this separate agreement and Resideo has no liability to you thereunder. Your purchase agreement for the purchase of Resideo or non Resideo equipment interacting with Resideo Software and Services is a separate agreement with the seller of the equipment. Your relationship with such seller is governed by this separate agreement and Resideo has no liability to you thereunder.

Neither this Agreement nor any of the rights, interests or obligations provided by this Agreement may be transferred or assigned by you without the prior written consent of Resideo. Resideo may assign this Agreement, in whole or in part, in its sole discretion. This Agreement will be binding upon the parties and each of their present and future officers, directors, employees, parents, subsidiaries, agents, successors, assigns, contractors, licensees, affiliates, family members and guests and authorized users.

Each of the provisions, sections and paragraphs of this Agreement operates separately and will apply to the fullest extent permitted by law and be interpreted and applied to a lesser extent, where necessary to be valid. The invalidity or unenforceability of any provision of this Agreement will not affect any other provision and all such other provisions will remain in full force and effect without change or modification.

## **6. APPLE DEVICE TERMS; THIRD PARTY BENEFICIARY**

This Section applies to you only if you use the System on an Apple device (e.g., iPhone, iPad, iPod Touch) (any such device, an "Apple Device"); this section does not apply to you if you do not use the System on an Apple Device. The parties acknowledge that this EULA is concluded solely between Resideo and you, and not with Apple, and Apple is not responsible for the System and the content thereof. Any support that may be offered by Resideo in connection with the System is solely the responsibility of Resideo and it is acknowledged by the parties that Apple has no obligation whatsoever to furnish any maintenance and support services with respect to the System. The parties acknowledge that Apple has no obligation to furnish any warranty with respect to the System. To the maximum extent permitted by applicable law, Apple will have no other warranty obligation whatsoever with respect to the System. The parties acknowledge that Apple is not responsible for addressing product claims. Apple is not responsible for addressing any claims of any end-user or any third party relating to the System or the end-user's possession and/or use of that System, including, but not limited to: (i) product liability claims; (ii) any claim that the System fails to conform to any applicable legal or regulatory requirement; and (iii) claims arising under consumer protection or similar legislation. The parties acknowledge that, in the event of any third party claim that the System or your possession and use of that System infringes that third party's intellectual property rights, Apple will not be responsible for the investigation, defense, settlement and discharge of any such intellectual property infringement claim. Complaints or claims with respect to the System should be directed to Resideo at the following address: [ResideoPrivacy@Resideo.com](mailto:ResideoPrivacy@Resideo.com). The parties acknowledge and agree that Apple, and Apple's subsidiaries, are third party beneficiaries of this EULA, and that, upon your acceptance of the terms and conditions of this



EULA, Apple will have the right (and will be deemed to have accepted the right) to enforce this EULA against you as a third party beneficiary thereof.

## RESIDEO CONNECTED HOME PRIVACY STATEMENT

Last updated 1<sup>st</sup> June 2020

### About us

At Resideo, we respect your privacy and protecting your personal information is of paramount importance. This Privacy Statement describes how Resideo Technologies, Inc. and its affiliated companies (“Resideo” or “we”) collects, uses and discloses your personal information in connection with **Resideo Connected Home products and services** comprising the following product ranges: **Honeywell Home (previously marketed as “Lyric”) Products, EvoHome Products, Total Connect Security Products and Videofied Security Products** (collectively referred to as “Resideo Connected Home Products”).

Personal information is any information or combination of information relating to an identified individual or an individual that could be directly or indirectly identified. The Resideo company which is the “controller” of personal information we hold about you in connection with:

- the Honeywell Home product range (which includes products that were previously marketed as “Lyric” products) and the EvoHome Product Range is Resideo Technologies, Inc;
- the Total Connect Security product range is Sécurité Communications SAS; and
- the Videofied Security product range is RSI Video Technologies SAS.

Personal information collected about you in connection with other Resideo websites, applications, products and services may be covered by different privacy statements. It is important that you read this Privacy Statement together with any other privacy statements we may provide to you on specific occasions when we are collecting or processing your personal information so that you are fully aware of how and why we are using your information.

Your use of the Resideo Connected Homes Products and any information you provide through them is subject at all times to this Privacy Statement and the applicable Resideo Terms of Service and/or End User License Agreement (as appropriate).

Our Resideo Connected Homes Products include hardware, software, associated websites, mobile/tablet/PC applications and support services.

**IMPORTANT NOTICE FOR RESIDENTS OF THE EUROPEAN ECONOMIC AREA (EEA):** EEA residents may be entitled to object to certain types of processing activities involving your personal information described in this Privacy Statement, including where we are relying on a legitimate interest to process your personal information or where we are processing your personal information for direct marketing. In some cases, we may demonstrate that we have compelling legitimate grounds to continue to process your personal information in which case we are not obliged to comply with your request.

For information about the types of personal information we process in connection with your:-

- Honeywell Home (previously marketed as Lyric), EvoHome, Total Connect Security and Videofied Security smart camera and home security products (**Connected Home Security Products**), please click on Section A. below.
- Honeywell Home (previously marketed as Lyric) and/or EvoHome smart thermostats (**Connected Home Thermostat Products**), please click on section B. below.
- Honeywell Home (previously marketed as Lyric) water leakage detectors (**Connected Water Leakage Detector Products**), please click on Section C. below.

For general information about our data processing practices applicable to all Resideo Connected Homes Products please click on the links in the list below to jump to the section that interests you:

**A. [Connected Home Security Products](#)**

- a) **Our collection of information**
- b) **How we use your information**
- c) **The legal basis on which we process your information**

**B. [Connected Home Thermostats Products](#)**

- a) **Our collection of information**
- b) **How we use your information**
- c) **The legal basis on which we process your information**

**C. [Connected Home Water Leakage Detector Products](#)**

- a) **Our collection of information**
- b) **How we use your information**
- c) **The legal basis on which we process your information**
- d) **Anonymizing your information**
- e) **Who we share your information with**
- f) **Where we store your information**
- g) **How long we keep your information**
- h) **Marketing**
- i) **Third party sites and services**
- j) **Children**
- k) **Protecting your information**
- l) **Cookies**
- m) **Your rights**
- n) **Changes to this Privacy Statement**
- o) **Contact us**

**A. Connected Home Security Products**

**Products: Total Connect Security Products comprising the Domonial and Le Sucre product ranges, Videofied Security Products, Honeywell Home (previously marketed as Lyric) Smart Cameras and Home Security Products (including self-install security products), and EvoHome Security Products, collectively and individually referred to as “Connected Home Security Products”.**

**a) Our collection of information**

**i. Information collected directly from you**

We will collect the following information directly from you:

- **Identity data**, such as your name, contact details, title, company/organization name, e-mail address, telephone and fax numbers and physical address (including street, city, state, postal code, and/or country);
- **Registration data**, such as information provided by you when you register for an account to use your Connected Home Security Product, including login details and passwords;
- **Marketing and communications data**, including your marketing preferences and your subscriptions to our publications;
- **Financial information**, including credit card or account information in the event that you purchase any services directly from us;
- **Transaction data**, including inquiries about and orders for our products and services and details of payments to and from you;
- **Export control information**, such as your nationality and country of residence, that allows us to determine your eligibility under export control regulations to receive information about certain technologies;
- **Your feedback**, including information you provide to us whenever you send us feedback or contact us for any reason, complete a survey, enter a competition or report a problem.

Where we need to collect personal information by law, or under the terms of a contract we have with you, and you fail to provide that information when requested, we may not be able to provide you the requested service or complete your transaction.

**ii. Information we collect about you**

We may collect certain information about you based on your use of the Connected Home Security Product, including:

- **Usage data**, including information about how you use your Connected Home Security Product, the number of bytes transferred, the links you click, the materials you access, the time of events in the home, scheduling, including arm/disarm schedules, usage and alert logs, video or audio clips of activities in the home or business, and pictures stored in the system and other actions taken within the Connected Home Security Product;
- **Technical data**, such as your Internet Protocol (IP) address, your browser type and capabilities and language, your operating system, home system configuration, security settings;

**In respect of the Honeywell Home (previously Lyric) Smart Cameras and Home Security Products (including self-install security products):**

- **Geo-location data.** With your express consent, the Honeywell Home (previously Lyric) Smart Cameras and Home Security Products (including self-install security products) may collect precise, real-time information about the location of your mobile for the purposes of controlling your “home and away” status. The geo-location of your mobile device may be disclosed to our service providers who may process this information in connection with providing services on our behalf. Once you have consented to the collection of the precise location of your mobile device, you may adjust or withdraw this consent at any time by managing your Location Services preferences through the settings of your mobile device.

For information about the cookies we use on our Connected Home Security Product and how to decline or turn them off, please refer to the section entitled “Cookies” below.

**iii. Sensitive Data**

**In respect of certain Connected Home Security Products (including self-install security products),** we may also collect sensitive information (personal data that has special protection under data protection laws) about you, as permitted or required by law. For example, we may collect biometric data in order to provide a facial recognition functionality. We will only collect your sensitive personal information with your explicit consent. Where we obtain consent to collect and process your sensitive information, you can withdraw your consent at any time.

**b) How we use your information**

We use your personal information to:

- **Provide the Connected Home Security Product to you.** We may use your personal information to deliver services to you or carry out transactions you have requested, including, providing information on Resideo products or services, billing and order fulfilment, registering purchased products, handling warranty claims, providing customer support services and facilitating your use of the Connected Home Security Product;
- **Improve our business, products and services.** We may use your personal information to perform business analyses or for other purposes that help us to develop and improve the quality of our business, products and services (including new products and services), for example, by customizing the Connected Home Security Product to your particular preferences;
- **Market.** In accordance with applicable laws and regulations, we may use your personal information to inform you of products or services which may be of interest to you, and to otherwise communicate with you about offerings, events and news, surveys, special offers, and related topics. You are able to opt-out from marketing communications sent via e-mail at any time, free of charge by using the “unsubscribe” link in any e-mail marketing materials you receive from us, or by contacting us using the contact information listed in this Privacy Statement. Depending on your country of residence, you may also be able to opt out of other types of marketing communications; please contact us using the contact information listed in the Privacy Statement for more information;

- **Research and customer analysis.** We may use your personal information to conduct research and analysis to help us analyze your purchasing preferences, identify the products and services that best meet your requirements and measure the effectiveness of the advertising we serve you;
- **Administer and protect our business.** We may use your personal information to administer and protect our business and our products, including troubleshooting, system maintenance, support, reporting and hosting of data;
- **Enforcement:** We may use the personal information we collect in order to detect, prevent and respond to fraud, intellectual property infringement, violations of our Terms of Service and/or End User License Agreement, violations of law or other misuse of the Connected Home Security Product.

We will only use your debit and/or credit card details in order to facilitate your purchase of services in connection with your Connected Home Security Product.

In order to offer you an improved and consistent customer experience we may combine the information described in this Privacy Statement with other information we hold about you in connection with your use of other Resideo sites, applications, products and/or services in order to offer you an improved and consistent customer experience when interacting with Resideo and to improve and customize our websites, applications, products and services.

#### **c) The legal basis on which we process your information**

Where required by law, we always ensure there is a legal basis for the processing of your personal information. In most cases, the legal basis for the processing of your personal information will be that:

- it is necessary for the performance of the services we provide to you;
- it is necessary to comply with our legal and contractual obligations;
- we have obtained your consent to the processing of your personal data for one or more specified purposes. If we ask for your consent to process your personal information, you may withdraw your consent at any time by contacting us using the details at the end of this Privacy Statement;
- the processing is necessary to meet our legitimate interests, for example to develop and improve our products and services for the benefit of our customers;
- it is necessary for the establishment, exercise or defense of legal claims.

### **B. Connected Home Thermostat Products**

**Products:** Honeywell Home thermostats (previously marketed as Lyric thermostats) and EvoHome Comfort products, collectively and individually referred to as “Connected Home Thermostat Product(s)”.

#### **a) Our collection of information**

**i. Information collected directly from you**

We will collect the following information directly from you:

- **Identity data**, such as your name, contact details, title, company/organization name, e-mail address, telephone and fax numbers and physical address (including street, city, state, postal code, and/or country);
- **Registration data**, such as information provided by you when you register for an account to use the Connected Home Thermostat Product, including login details and passwords;
- **Marketing and communications data**, including your marketing preferences and your subscriptions to our publications;
- **Financial information**, including credit card or account information in the event that you purchase any services directly from us;
- **Transaction data**, including inquiries about and orders for our products and services and details of payments to and from you;
- **Export control information**, such as your nationality and country of residence, that allows us to determine your eligibility under export control regulations to receive information about certain technologies;
- **Your feedback**, including information you provide to us whenever you send us feedback or contact us for any reason, complete a survey, enter a competition or report a problem.

Where we need to collect personal information by law, or under the terms of a contract we have with you, and you fail to provide that information when requested, we may not be able to provide you the requested service or complete your transaction.

**ii. Information we collect about you**

We may collect certain information about you based on your use of your Connected Home Thermostat Product, including:

- **Usage data**, including information about how you use your Connected Home Thermostat Product, the number of bytes transferred, the links you click, the materials you access, the date and time you access the Connected Home Thermostat Product, and other actions taken within the Connected Home Thermostat Product, including actual indoor and outdoor temperature and humidity information, GPS/geolocation information (see below), thermostat usage data such as heating, ventilating, and air-conditioning (“HVAC”) relay status, runtimes, settings, time of events in home, HVAC diagnostic and usage logs from the HVAC system and alerts from the HVAC system, and the interaction of your thermostat and third party devices and your use of the system.
- **Technical data**, such as your Internet Protocol (IP) address, your browser type and capabilities and language, your operating system, home system configuration, security settings;
- **Geo-location data**. With your express consent, the Connected Home Thermostat Product may collect precise, real-time information about the location of your mobile for the purposes of controlling your “home and away” status. The geo-location of your mobile device may be disclosed to our service providers who may process this information in

connection with providing services on our behalf. Once you have consented to the collection of the precise location of your mobile device, you may adjust or withdraw this consent at any time by managing your Location Services preferences through the settings of your mobile device.

For information about the cookies we use on our Connected Home Thermostat Product and how to decline or turn them off, please refer to the section entitled “Cookies” below.

## **b) How we use your information**

We use your personal information to:

- **Provide the Connected Home Thermostat Product to you.** We may use your personal information to deliver services to you or carry out transactions you have requested, including, providing information on Resideo products or services, billing and order fulfilment, registering purchased products, handling warranty claims, providing customer support services and facilitating your use of your Connected Home Thermostat Product;
- **Improving our business, products and services.** We may use your personal information to perform business analyses or for other purposes that help us to develop and improve the quality of our business, products and services (including new products and services), for example, by customizing the Connected Home Thermostat Product to your particular preferences;
- **Marketing.** In accordance with applicable laws and regulations, we may use your personal information to inform you of products or services which may be of interest to you, and to otherwise communicate with you about offerings, events and news, surveys, special offers, and related topics. You are able to opt-out from marketing communications sent via e-mail at any time, free of charge by using the “unsubscribe” link in any e-mail marketing materials you receive from us, or by contacting us using the contact information listed in this Privacy Statement. Depending on your country of residence, you may also be able to opt out of other types of marketing communications; please contact us using the contact information listed in the Privacy Statement for more information;
- **Research and customer analysis.** We may use your personal information to conduct research and analysis to help us analyze your purchasing preferences, identify the products and services that best meet your requirements and measure the effectiveness of the advertising we serve you;
- **Administering and protecting our business.** We may use your personal information to administer and protect our business and our products, including troubleshooting, system maintenance, support, reporting and hosting of data;
- **Enforcement:** We may use the personal information we collect in order to detect, prevent and respond to fraud, intellectual property infringement, violations of our Terms of Service and/or End User License Agreement, violations of law or other misuse of the Connected Home Thermostat Product.

We will only use your debit and/or credit card details in order to facilitate your purchase of services in connection with your Connected Home Thermostat Product.



In order to offer you an improved and consistent customer experience we may combine the information described in this Privacy Statement with other information we hold about you in connection with your use of other Resideo sites, applications, products and/or services in order to offer you an improved and consistent customer experience when interacting with Resideo and to improve and customize our websites, applications, products and services.

**c) The legal basis on which we process your information**

Where required by law, we always ensure there is a legal basis for the processing of your personal information. In most cases, the legal basis for the processing of your personal information will be that:

- it is necessary for the performance of the services we provide to you;
- it is necessary to comply with our legal and/or contractual obligations;
- we have obtained your consent to the processing of your personal data for one or more specified purposes. If we ask for your consent to process your personal information, you may withdraw your consent at any time by contacting us using the details at the end of this Privacy Statement;
- the processing is necessary to meet our legitimate interests, for example to develop and improve our products and services for the benefit of our customers;
- it is necessary for the establishment, exercise or defense of legal claims.

**C. Connected Home Water Leakage Detector Products**

**Products: Honeywell Home (previously marketed as “Lyric”) Connected Water Leakage Detector, referred to as “Connected Home Water Leakage Detector Product(s)”**

**a) Our collection of information**

**i. Information collected directly from you**

We will collect the following information directly from you:

- **Identity data**, such as your name, contact details, title, company/organization name, e-mail address, telephone and fax numbers and physical address (including street, city, state, postal code, and/or country);
- **Registration data**, such as information provided by you when you register for an account to use the Connected Home Water Leakage Detector Products, including login details and passwords;
- **Marketing and communications data**, including your marketing preferences and your subscriptions to our publications;
- **Financial information**, including credit card or account information in the event that you purchase any services directly from us;
- **Transaction data**, including inquiries about and orders for our products and services and details of payments to and from you;

- **Export control information**, such as your nationality and country of residence, that allows us to determine your eligibility under export control regulations to receive information about certain technologies;
- **Your feedback**, including information you provide to us whenever you send us feedback or contact us for any reason, complete a survey, enter a competition or report a problem.

Where we need to collect personal information by law, or under the terms of a contract we have with you, and you fail to provide that information when requested, we may not be able to provide you the requested service or complete your transaction.

## ii. **Information we collect about you**

We may collect certain information about you based on your use of your Connected Home Water Leakage Detector Product, including:

- **Usage data**, including information about how you use your Connected Home Water Leakage Detector Product, the number of bytes transferred, the links you click, the materials you access, the date and time you access the Connected Home Water Leakage Detector Product, and other actions taken within the Connected Home Water Leakage Detector Product, including actual indoor temperature and humidity information, water leakage detector usage data such as settings, time of events in home, diagnostic and usage logs from the water leakage detector system, and alerts from the water leakage detector system, and the interaction of your water leakage detector system and third party devices and your use of the system.
- **Technical data**, such as your Internet Protocol (IP) address, your browser type and capabilities and language, your operating system, home system configuration, security settings;

For information about the cookies we use on our Connected Home Water Leakage Detector Product and how to decline or turn them off, please refer to the section entitled “Cookies” below.

## d) **How we use your information**

We use your personal information to:

- **Provide the Connected Home Water Leakage Detector to you.** We may use your personal information to deliver services to you or carry out transactions you have requested, including, providing information on Resideo products or services, billing and order fulfilment, registering purchased products, handling warranty claims, providing customer support services and facilitating your use of your Connected Home Water Leakage Detector;
- **Improving our business, products and services.** We may use your personal information to perform business analyses or for other purposes that help us to develop and improve the quality of our business, products and services (including new products and services), for example, by customizing the Connected Home Water Leakage Detector to your particular preferences;

- **Marketing.** In accordance with applicable laws and regulations, we may use your personal information to inform you of products or services which may be of interest to you, and to otherwise communicate with you about offerings, events and news, surveys, special offers, and related topics. You are able to opt-out from marketing communications sent via e-mail at any time, free of charge by using the “unsubscribe” link in any e-mail marketing materials you receive from us, or by contacting us using the contact information listed in this Privacy Statement. Depending on your country of residence, you may also be able to opt out of other types of marketing communications; please contact us using the contact information listed in the Privacy Statement for more information;
- **Research and customer analysis.** We may use your personal information to conduct research and analysis to help us analyze your purchasing preferences, identify the products and services that best meet your requirements and measure the effectiveness of the advertising we serve you;
- **Administering and protecting our business.** We may use your personal information to administer and protect our business and our products, including troubleshooting, system maintenance, support, reporting and hosting of data;
- **Enforcement:** We may use the personal information we collect in order to detect, prevent and respond to fraud, intellectual property infringement, violations of our Terms of Service and/or End User License Agreement, violations of law or other misuse of the Connected Home Water Leakage Detector.

We will only use your debit and/or credit card details in order to facilitate your purchase of services in connection with your Connected Home Water Leakage Detector Product.

#### **e) The legal basis on which we process your information**

Where required by law, we always ensure there is a legal basis for the processing of your personal information. In most cases, the legal basis for the processing of your personal information will be that:

- it is necessary for the performance of the services we provide to you;
- it is necessary to comply with our legal and/or contractual obligations;
- we have obtained your consent to the processing of your personal data for one or more specified purposes. If we ask for your consent to process your personal information, you may withdraw your consent at any time by contacting us using the details at the end of this Privacy Statement;
- the processing is necessary to meet our legitimate interests, for example to develop and improve our products and services for the benefit of our customers;
- it is necessary for the establishment, exercise or defense of legal claims.

#### **D. Anonymising your information**

We may anonymize your personal information so that it can no longer be used to identify you. Anonymized information is not considered personal information and is therefore not subject to this Privacy Statement. We may collect, use and share anonymized information for any purpose.

#### **E. Who we share your information with**

We may share your personal information with selected third parties to the extent necessary to enable them to perform their services for us, including:

- our affiliates, suppliers, distributors and sub-contractors as required for the performance of any contract with you,
- advertisers and marketing service providers that perform services for us,
- analytics providers that assist us in the improvement and optimization of our products and services,
- prospective sellers or buyers (or their advisors) of all or part of our business assets, and/or
- law enforcement agencies, courts, regulators, government authorities or other third parties where we believe this is necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights or the rights of any third party.

We may share your personal information with third parties upon your request. In such event we cannot control and are not responsible for the collection, storage, disclosure, and use of your information by such third party. Such third parties' obligations with respect to your personal information are governed by their agreement with you. In the event you choose to control your Resideo Connected Home Products with a third party application, software, or other offering, we cannot control or be responsible for the collection, storage, disclosure, and use of your personal information by such third party.

## **F. Where we store your information**

### **General**

Resideo is a global company and as such your personal information may be collected in, transferred to or accessed by Resideo, our group companies, suppliers and/or agents located in countries outside of your country of residence, including any country of the European Economic Area (EEA), the United States, and India. Please be aware that the privacy protections and legal requirements, including the rights of authorities to access your personal information, in some of these countries may not be equivalent to those in your country of residence. However, we will take reasonable steps to protect your privacy.

### **Users Located in the European Economic Area (EEA)**

Your personal information may be transferred to or accessed by Resideo group companies, agents, distributors, sub-contractors or suppliers in countries outside the European Union, namely, the United States and India. We have put in place the EU Standard Contractual Clauses in accordance with Article 46(2) of the EU General Data Protection Regulation to ensure transfers of data outside the EEA are adequately protected. For more information on the appropriate safeguards in place, please contact us using the details at the end of this Privacy Statement.

### **Users Located Outside the EEA**

By using or accessing our Resideo Connected Home Products or contacting us and giving your information to us, you consent to the transfer of personal information outside of your country of residence, as set forth above.

## **G. How long we keep your information**

Unless stated otherwise in this Privacy Statement, we will retain your information for the period during which you are using the relevant Resideo Connected Home Product or any other period (which may be a longer or shorter period) for which you have expressly contracted for your information to be retained, following which we will either delete or anonymize your personal information (unless a longer retention period is required by law). If you cease using the Resideo Connected Home Product, we may continue to use anonymized or aggregated data which does not identify you for analytical, research and development purposes. We store your personal information for marketing purposes until you have opted out of receiving further direct marketing communications in accordance with applicable law.

## **H. Marketing**

In accordance with applicable laws and regulations, we may use your personal information to inform you of products or services which may be of interest to you, and to otherwise communicate with you about offerings, events and news, surveys, special offers, and related topics. You are able to opt-out from marketing communications sent via e-mail at any time, free of charge by using the “unsubscribe” link in any e-mail marketing materials you receive from us, or by contacting us using the contact information listed in this Privacy Statement. Depending on your country of residence, you may also

be able to opt out of other types of marketing communications; please contact us using the contact information listed in the Privacy Statement for more information.

## **I. Third party sites and services**

Our Resideo Connected Home Products may contain links to third party websites, products and services. We have no liability or responsibility for those sites or their policies. Information collected by those third parties, which may include things like your contact details, are governed by their privacy policies. We encourage you to learn about the privacy policies of those third parties.

If any of our Resideo Connected Home Products are distributed to you by a third party, such as a dealer, contractor, or a retailer, the collection and use of your personal information by those third parties is governed by their privacy policies. You acknowledge that Resideo does not control the collection and use of your personal information by those third parties. We may make your personal information available to those third parties in accordance with the terms of our services agreement with that third party. We encourage you to learn about the privacy policies of those third parties.

## **J. Children**

Resideo does not knowingly process any personal information about children in connection with the Resideo Connected Home Products. The meaning of “children” is subject to the laws and regulations in the jurisdiction in which you are located.

## **K. Protecting your information**

Resideo is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. However, no information system can be 100% secure, so we cannot guarantee the absolute security of your personal information. Moreover, we are not responsible for the security of information you transmit to the Resideo Connected Home Products over networks that we do not control, including the Internet and wireless networks.

The safety and security of your personal information also depends on you. Where we have given you (or where you have chosen) a User ID and password to access your Resideo Connected Home Products, you are responsible for keeping those log-on credentials confidential and not revealing them to others.

## **L. Cookies**

### **What is a cookie?**

Cookies are text files containing small amounts of information which is downloaded to your hard drive or to your browser's memory. Cookies contain information that is transferred to the hard drive of your computer or other device.

### **Categories of cookies that we use**

The types of cookie we may use fall into four categories: Strictly Necessary, Performance, Functionality & Profile and Advertising.

### **1. Strictly Necessary Cookies**

These cookies are essential for the operation of the Resideo Connected Home Products, particularly in connection with information searches and order placement. Without these cookies, the services you have asked for cannot be provided. They include, for example, cookies that enable you to log into secure areas of the Resideo Connected Home Products or “shopping basket cookies,” which remember the products that you wish to purchase when you add products to your shopping basket or proceed to checkout.

### **2. Performance Cookies**

These cookies collect information about how you use our Resideo Connected Home Products, for example which pages you go to most often and if you get any error messages from certain pages. This helps us to improve the way our Resideo Connected Home Products work, for example, by ensuring that users are finding what they are looking for easily.

### **3. Functionality & Profile Cookies**

These cookies are used to recognize you when you use the Resideo Connected Home Products. This enables us to personalize our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

#### **4. Advertising Cookies**

These cookies record how you interact with the Resideo Connected Home Products and may be used to deliver advertisements that are more relevant to you and your interests. They may also be used to limit the times you see an advertisement as well as help to measure the effectiveness of the advertising campaign. Without these cookies, online advertisements you encounter will be less relevant to you and your interests.

#### **5. Third Party Cookies**

We work with third party suppliers who may also set cookies on our Resideo Connected Home Products, for example Google Analytics, Adobe Analytics, YouTube and Adobe Flashplayer which we may use to display video content. These third party suppliers are responsible for the cookies they set on our Resideo Connected Home Products. If you want further information please go to the website for the relevant third party.

#### **Setting your cookie preference**

In most cases we will need your consent in order to use cookies. The exception is where the cookie is essential in order for us to provide you with a service you have requested. You will be asked to consent to our use of cookies as described in this Privacy Statement by way of a cookie banner upon your first use of the relevant Resideo Connected Home Product.

You can withdraw your consent at any time by modifying the settings of your browser to reject or disable cookies. If you do this, please be aware that you may lose some of the functionality of the Resideo Connected Home Products. For further information about cookies and how to disable them please go to: [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

#### **M. Your rights**

You may have certain rights with respect to personal information about you that is collected through the Resideo Connected Home Products, which vary depending on your country of residence. If you are a resident of the EEA, the rights described below may apply to you. For other users, the rights that apply to you will depend on the laws of your country of residence. We will facilitate your exercise of the rights that apply to you in accordance with applicable law. For more information about your rights, please contact us using the contact details at the end of this Privacy Statement.

To help you exercise your rights we may need to request specific information from you to confirm your identity. This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We will respond to any requests from you to exercise your rights within the timeframes required by law. We may charge a fee to facilitate your request where permitted by law.

To help you to understand your rights, we have summarized them below and provided guidelines as to the different circumstances in which they may apply. For more information on your rights or if you would like to exercise any of them, please contact us using the contact details set out at the end of this Privacy Statement.



### **Your rights in more detail:**

- a. **The right to be informed:** This means you have the right to be provided with clear, transparent and easily understandable information about how we use personal your information and your legal rights. This is why we're providing you with the information in this Privacy Statement.
- b. **Access:** You may have the right to access, review and correct personal information collected through our Resideo Connected Home Products or when you contact us. In some cases, you can do this by going to the page on which you provided the information. You can help us to maintain the accuracy of your information by notifying us of any change to your mailing address, phone number or e-mail address.
- a. **Object:** You may be entitled to object to certain types of processing activities involving your personal information, including where we are relying on a legitimate interest to process your personal information or where we are processing your personal information for direct marketing. In some cases, we may demonstrate that we have compelling legitimate grounds to continue to process your personal information in which case we are not obliged to comply with your request.
- b. **Erasure:** You may be entitled to request the erasure of your personal information, for example, where the information is no longer necessary for the purposes for which they were collected.
- c. **Restriction:** You may be entitled to request that we restrict our processing of your personal information, for example, where the accuracy of the information is contested by you.
- d. **Data portability:** You may be entitled to receive and reuse your personal information for your own purposes. This is known as the right to data portability and, where applicable, requires us to move, copy or transfer your personal information from our systems to you or (where technically feasible) a third party chosen by you without affecting its usability.
- e. **Consent:** If you have provided your consent to the processing of your personal information, you may have the right to withdraw your consent at any time by contacting us using the contact details at the end of this Privacy Statement or, in the case of email marketing, by using the "unsubscribe" link in any of our marketing emails. This won't affect the lawfulness of any processing up to that point.

If you have questions about your rights or wish to exercise your rights, you can submit privacy questions via the following link:

<https://contractorpro.secure.force.com/PrivacyInformationRequestForm/>

## **N. Changes to this Privacy Statement**

The terms of this Privacy Statement are subject to change from time to time. We will post any changes on this page and, if the changes are significant, we will take such additional steps as may be required by law.

## **O. Contact us**

If you have any questions about this Privacy Statement, please contact us by email at [ResideoPrivacy@Resideo.com](mailto:ResideoPrivacy@Resideo.com) or by post at one of the following Resideo addresses below:

In respect of the Honeywell Home product range and the EvoHome Product Range:

Attn: Resideo – Data Privacy  
Ademco Supply SRL  
Bucharest, 2<sup>nd</sup> District,  
4B and 2-4 George Constantinescu Street  
Building A, 3<sup>rd</sup> Floor,  
Bucharest, Romania.

In respect of the Total Connect 2.0E Security product range:

Attn: Resideo – Data Privacy  
Securité Communications SAS  
1198, Avenue du Dr. Maurice Donat,  
06250 Mougins,  
Sophia Antipolis,  
France

In respect of the Videofied Security product range at:

Attn: Resideo – Data Privacy  
RSI Video Technologies SAS  
25 rue Jacobi-Netter,  
67200 Strasbourg,  
France

If you would like to get in touch with our Data Privacy Officer, please contact them at [ResideoPrivacy@Resideo.com](mailto:ResideoPrivacy@Resideo.com).

For all other questions, including product support, please contact us at [hchtech@honeywellhome.com](mailto:hchtech@honeywellhome.com).

If you are not satisfied with our response to any complaints you raise with us or you believe our processing of your information does not comply with data protection law, you can make a complaint to

your data protection supervisory authority. We would however appreciate the chance to address your concerns, so please feel free to contact us regarding any complaint you may have.