OBLO PRIVACY POLICY

Thank You For Using OBLO Smart Home Service

Before we head into the explanation of our Privacy Policy, we would like to describe how our smart home system (Figure 1) works.

OBLO Living smart home system is comprised of:

- Applications, that allow the end users to control their home from an Android, iOS or web browser-based device
- Home automation gateway, a central device that integrates smart home nodes into an intelligent system and allows end user to monitor and control them from the app
- Cloud service, which enables home control and monitoring from any location
- Nodes, that allow end user to control and monitor lights, indoor temperature, power consumption, etc.
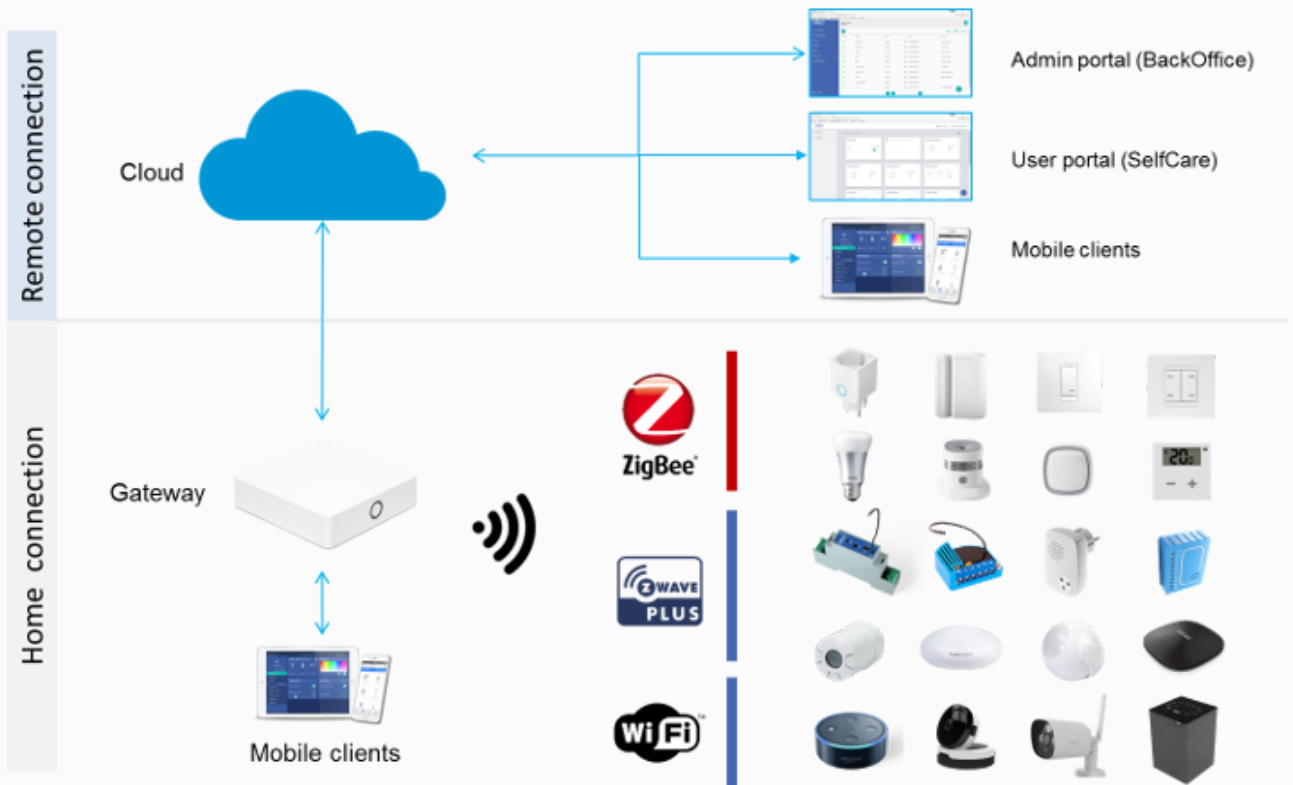

Figure 1 : OBLO Living smart home system

When you use our smart home service, you're trusting us with your information. We understand this is a big responsibility and work hard to protect your information and put you in control.

This Privacy Policy is meant to help you understand what information we collect, why we collect it, and how you can update, manage, and delete your information.

INFORMATION OBLO COLLECTS

We want you to understand the types of information we collect as you use our smart home service.

We collect information to provide better smart home service to our users — from figuring out basic stuff like which language you speak, to more complex things like power consumption measurement on your smart plug device.

Things You Create or Provide To Us

When you create an OBLO Account, you provide us with personal information that includes your name and a password. You can also choose to add a phone number or address information to your account.

Information We Collect as You Use Our Smart Home Service

The current status of your smart home system

OBLO smart home service allows users to control and monitor their home both locally (Home connection on Figure 1) and remotely (Remote connection). In Remote connection, your client device (Android/iOS handheld device) communicates with your smart home GW through our cloud service. For that reason, our cloud service stores the current status of your smart home system. Every change in your smart home system is automatically reflected on our cloud service in order to ensure the fastest system response. Here are just few examples of what you can do remotely:

- You can check whether you forgot to close balcony door by reading the status of door/window sensor
- You can get push notification in case someone breaks into your home
- You can set the temperature in your home before you arrive from work

Log files with errors in functioning of your smart home system

Our smart home service collects information about errors in functioning of your smart home system over the time. These information are stored in log files specific for each smart home GW. This allows our technical support team to identify and fix errors in your smart home system. Here are just few examples of what information is available in log file:

- The moment when specific smart home device (e.g. flood sensor in your bathroom) lost connection with your smart home GW
- The moment when your smart home GW lost internet connection
- Information about critical events like SW upgrade failure, time servers synchronisation problem, etc.

WHY OBLO COLLECTS DATA

We use data to build better smart home service.

We use the information we collect for the following purposes:

- To allow remote control and monitoring of your home
- To maintain and improve our smart home service. We use your information to ensure our smart home service is working as intended, such as tracking outages or troubleshooting issues that you report to us. And we use your information to make improvements to our service — for example, we implemented replace device functionality that allows you to replace failed device without additional configurations like location assignment and scenes updates.
- To send periodic announcement notifications in a form of email or push messages about critical events in your home (e.g. flood detection), important system updates like new SW availability, maintenance activities, etc.

YOUR PRIVACY SETTINGS

You have choices regarding the information we collect and how it's used.

Your Choices About The Use Of Your Data

Based on information you create or provide to us and information we collect as you use our smart home service, you have following choices:

- To update data you provide directly to us like account information.
- To disable storing of the current status of your smart home system on our cloud service. Please note that this will lead to limited functionality of your smart home service as remote connection will not be possible.
- To forbid our technical support team to access information about your smart home system. Please note that in such case technical support and maintenance of your smart home system will not be possible.

- To stop receiving announcements notification. Please note in such case you may miss important information about system improvements or critical events in your home.
- To delete your smart home account. By doing this, all information provided by you or collected while exploitation of OBLO Living smart home service will be deleted permanently. Please note that in such case you will not be able to use smart home service anymore.

How To Change The Way We Use Your Data

- In order to update data you provide to us, just log into your account on Selfcare portal and update your information at any time.
- For all the other choices stated in previous section, just send us an email at support@obloliving.com and we will respond to any such request within the time period specified by law (if applicable) or without excessive delay.

SHARING YOUR INFORMATION

When OBLO Shares Your Information

We do not share your personal information with companies, organizations, or individuals outside of OBLO except in the following cases:

With your consent

We'll share personal information outside of OBLO when we have your consent. For example, if you use Amazon Alexa voice service to control your home, we'll get your permission before sharing your smart home information with that service.

For legal reasons

We will share personal information outside of OBLO if we have a good-faith belief that access, use, preservation, or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process, or enforceable governmental request.
- Enforce applicable Terms of Service, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security, or technical issues.
- Protect against harm to the rights, property or safety of OBLO, our users, or the public as required or permitted by law.

If OBLO is involved in a merger, acquisition, or sale of assets, we'll continue to ensure the confidentiality of your personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.