



Velocity Boiler Works: Privacy Policy

Last Updated: October 5, 2021

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Introduction and Intention

Velocity Boiler Works (the “Company” or “we”) strives to serve your needs while protecting your personally identifiable information and any other information we collect about you.

Our Privacy Policy:

- covers your interaction with Velocity Boiler Works, its affiliates, and companies engaged by Velocity Boiler Works and its affiliates to render online services (“vendors”) when you visit our website (www.velocityboilerworks.com), online web portal, or mobile device apps (collectively, our website, web portals and mobile device apps are referred to as “Apps”);
- describes personal identifiable information (“personal information”) that we may collect about you when you interact with our Apps or communicate with us through our Apps using email, text, or other electronic messaging;
- describes non-personal information that we may collect about the product you purchased or statistical data about your product’s operation;
- describes how we use your information;
- describes categories of other persons or entities with whom we may share your personal information;
- discloses how we respond to web browser tracking technologies;
- describes how you may correct your information; and the opt out mechanisms
- describes how we secure your data;
- describes how we safeguard children’s privacy;
- describes how we will inform you of important changes to our privacy policy;

Our privacy policy does not apply to information collected offline or through other means, including on any other website operated by the Company, our affiliates, or by any other third party.

Please read this privacy policy carefully to understand our practices regarding how we manage personal information. By accessing or using our Apps, you agree to this privacy policy. If you do not agree with our policies or practices, please contact us at the email address or toll-free number provided below.

This policy may change from time to time. Your continued use of our Apps after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Personal Information We Collect

We may collect personal information when you enter data into a form on our Apps or when you contact us directly through our Apps. We also collect personal information when your contractor enters data in a boiler registration form for you. Personal information may include name, home address, e-mail address and telephone number.

For contractors, technicians, and other representatives, personal information may also include company name, position, and other information related to your job or employment.

Additionally, our Apps may use automated data collection technologies (cookies) to collect certain electronic data, such as information about your visits to our Apps, your geolocation, IP address and device identifier.

Other Non-Personal Information We Collect

We may collect information that is about you but individually does not identify you, such as your home address, the products of ours that you have purchased or used or stored and live data about your product (“product data”) broadcast to us through our Apps. The product data we collect automatically is only statistical data and does not include personal information. Product data may include temperatures, parameter values, alarm and run time histories, and other boiler status data.

How We Use Your Personal Information

We use your personal information for everyday business purposes such as to provide access to our Apps, to contact you in the event of a product alert, product update, product safety or product improvement notice, to process your transactions (including billing and collection), and to notify you about changes or updates to our Apps and services.

For contractors, we may also share your personal information with our marketing representatives.

Additionally, we use information we gather about your visits to our Apps to improve the Apps and provide you with better products and services.

How We Use Your Non-Personal Information

We use your information that does not identify you to estimate our user size and usage patterns, to assist you in registering your products with us, to provide customer and technical support, and to help contractors and technicians service those products in your home.

Sharing Your Information

We may disclose or share personal information we obtain about you with contractors and affiliates as described in this privacy policy. For example, we may share your personal information with contractors, vendors and affiliates, to assist with order fulfillment, product installation or services, and data analytics services. We do not authorize the use or disclosure of personal information except as necessary to perform services to support our products.

For contractors, we may share your personal information with our affiliates and representatives to keep you informed and provide updates on our products and services.

We may also disclose your personal information; (1) to comply with any court order, law, or legal process, including to respond to any government or regulatory request; (2) to enforce or apply our terms & conditions and other agreements, including for billing and collection purposes; (3) if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others; (4) to a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of the Company's assets; (5) to fulfill the purpose for which you provide it; (6) for any other purpose described by us when you provide the information; or (7) otherwise with your consent.

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

Choices About How We Collect Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

Automated Tracking Technologies: You can set your browser or device to refuse all or some cookies, or to alert you when cookies are being sent. If you disable or refuse cookies or block the use of other tracking technologies, some parts of the Apps may then be inaccessible or not function properly.

Choices About How We Share Your Personal Information

We retain and use your personal information as described in this privacy policy, and may share your personal information with contractors, vendors and affiliates.

While we do not presently sell, rent, or trade any personal information with third parties, you have the right to direct us to never disclose or share your personal information (“opt-out”). . If you desire to opt-out of any sharing of your personal information, please send us an email at info@velocityboilerworks.com or- call us at 1-888-5VELOCITY.

Accessing , Correcting, and Deleting Your Information

You can review and change your personal information by logging into the Apps and visiting your account profile page. You may also send us an email at info@velocityboilerworks.com or call us at 1-888-5VELOCITY to request access to your personal information or to request that we correct or delete any personal information that you have provided to us. We may not be able to delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Please allow us 30 days to respond to any request regarding your personal information.

Children Under the Age of 16

The Apps are not intended for children under 16 years of age, and we do not knowingly collect personal information from children under 16. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at info@velocityboilerworks.com.

Data Security

We maintain reasonable measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Apps, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet and mobile platforms is not completely secure. Although we strive to protect your personal information, we cannot guarantee the security of your personal information transmitted through our Apps. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we provide.

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Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for periodically visiting this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

info@velocityboilerworks.com

or via our toll-free number:

1-888-5VELOCITY