



Aware Buildings' Config Privacy Policy

December 1, 2024

Any references to "Aware Buildings," "Aware," "we," "our" or "us" refer to Aware Buildings, LLC.

Aware Buildings respects your privacy as a user of this application. This Privacy Policy explains what personal information we collect from you, how we use that information and our legal basis for doing so. This policy also details the choices available to you regarding our use of your personal information as well as how you can access and update this information.

This Privacy Policy will be easy to find on the Aware Buildings public homepage and on any page where we require information for use of the application.

What services does the Privacy Policy cover?

This statement applies to all Aware Buildings and Aware products including the Aware Config application, as well as all custom domains created for your building. This Privacy Policy also covers the Aware Buildings Blog and all other Aware Buildings apps and software (collectively the Aware Buildings "Platform").

Customers and Users

Our "Customer" is typically a legal entity representing a building or property. Customers purchase or license one or more products or services that are part of the Platform.

You are a user of the Platform. Aware Buildings collects information from our Customers and users on behalf of our Customers. There are many types of users, and each one has a unique relationship to the information that we collect. Users can include our Customers' employees (building staff, maintenance personnel, managers, etc.), residents (tenants, owners, subtenants, guests, etc.), service providers (outside contractors, local businesses, etc.) and others. Each of these (and generally anyone who has a Aware Buildings username and password) is considered a "Registered User". Some users may not be Registered Users, such as a visitor to our public website.

Most Registered Users will be affiliated with one or more Aware Buildings Customers (i.e., your building(s)). Aware Buildings is the custodian of data on behalf of our Customers, with respect to most of the information we collect. Please contact the Customer if you have any questions regarding their privacy practices.

The Information we collect

In order for you to use the Aware Buildings platform, we need to collect and process certain information. Most of this information is provided by our Customers or by you, when you use our Platform.

Some information is obtained through your use of our Platform, for example, when we receive error reports or use cookies (see below).

Finally, we receive some information from other Registered Users. An example would be when a Registered User submits or modifies the information and settings for various non-member 3rd parties, such as family members, roommates, or other people who are relevant to the building's management and who they wish to submit through Aware Buildings (e.g. housekeepers, cleaners, caretakers). There may also be personal information submitted by our Customers about our Registered Users that Registered Users cannot access directly.

The types of information we collect depend on your level of access and engagement with Aware Buildings and the Aware Config application, as well as what Aware Buildings products and services you and the Customer are using. This can include:

- Contact information such as names, email addresses, mailing addresses, phone numbers
- Unique identifiers such as usernames, passwords, Aware Buildings account numbers

The Information we collect | cont.

- Digital capture of signatures
- Basic information submitted by you or on your behalf such as maintenance request descriptions, package tracking numbers or amenity reservation details
- Information uploaded by you such as documents attached to the Aware Buildings library
- Your communications with us, such as your requests for customer support
- Information about your usage such as IP addresses, browser type, date/time stamp and clickstream data.
- Employment information for Customer employees (including title, bio/background, biometric information such as fingerprints)
- Photographs (of residents, employees, pets, visitors, maintenance request attachments)
- Scans (license, business card) in the context of building access
- Incident details and information
- Resident insurance (homeowner's and renter's) information
- Vehicle information
- Resident instructions (including permission to enter, parcel release)

Cookies

We use cookies on this application to provide users with customized and personalized services. Cookies are small amounts of data that are sent to a user's browser from a website or application and stored on a user's hard drive for record-keeping purposes. This information does not necessarily identify the user, but identifies the user's computer. The cookies used will not collect any personal information like name, address or telephone number.

Our use of cookies and other tracking technologies

We use both session ID cookies and persistent cookies. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time. You can remove persistent cookies by following directions provided in your Internet browser's "help" directory. If you reject cookies, you may still use our application, but your ability to use some areas of our application will be limited.

Web Beacons / GIFs

Third party tracking technology companies employ a software technology called clear gifs (a.k.a. Web Beacons), that help us better manage content on our application by informing us what content is effective. Clear gifs are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, clear gifs are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. We do not tie the information gathered by clear gifs to our customers' personally identifiable information.

Analytics / Log Files

As is true of most websites and applications, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information, which does not identify individual users, to analyze trends, to administer the application, to track users' movements around the application and to gather demographic information about our user base as a whole. We do not link this automatically-collected data to personally identifiable information.

3rd Party Tracking

The use of tracking technologies by our service providers, technology partners or other 3rd party assets (such as social media widgets and plug-ins) on the application is not covered by our privacy policy. These 3rd parties may use cookies, clear gifs, images, and scripts to help them better manage their content on our application. We do not have access or control over these technologies. We do not tie the information gathered to our Customers' or Users' personally identifiable information.

How we use the information

For users of our platform, we use the information we receive to:

- Provide the services our Customer requested
- Notify you of activity related to your account, such as sensor status
- Administer your account

How we use the information | cont.

- Keep your account secure (including to verify your identity and prevent fraud)
- Respond to customer service and support requests
- Create and provide better and improved products and services based on your use of the application and your feedback
- Conduct research and analysis
- Send you our newsletter, which you may unsubscribe from at any time

If you provide us personal information about others, or if others give us your information, we will only use that information for the specific reason for which it was provided to us.

European Union Users

Data protection law in Europe requires a “lawful basis” for collecting, processing and transferring personal information from citizens or residents of the European Economic Area (EEA). Our lawful bases include performance of our contract with our customers, user consent (which is always easy to withdraw), and our legitimate interests (except where such interests are overridden by the interests or fundamental rights and freedoms of our EU users).

Service Providers

We share your personal information only with your consent or the consent of our Customer, or as necessary to complete any transaction or provide any product you or our Customer has requested or authorized. We may provide your personal information to companies that provide services to help us deliver our services. These third-party service providers are limited to accessing or using this information solely for the purpose of providing services to us and to you and must provide reasonable assurances that they will appropriately safeguard all information.

For our E.U. users: We participate in the E.U.-U.S. Privacy Shield (see statement below), and this privacy policy indicates our compliance with the Principles of the Privacy Shield. Accordingly, Aware Buildings is responsible for the processing of information we receive pursuant to the Privacy Shield Framework, and subsequently transfer to a third party acting on our behalf (e.g. a service provider). It is our responsibility to ensure that any service providers we use also adhere to the Principles.

You can request a current list of service providers (sub-processors) [here](#).

Aggregated Information

Your personal information is neither sold nor rented to third parties without your express permission. We do retain the right to share non-identifying aggregated demographic and/or statistical information with partners, advertisers and sponsors.

We may use non-identifying and aggregated information to improve your experience on the application and to share with partners, advertisers and sponsors. For example, any personal information will remain with us, however, your visit may be counted to demonstrate the number of visitors to a particular page or area of the application.

Links to Third Party Applications

Our platform includes links to other Web applications whose privacy practices may differ from those of Aware Buildings. If you submit personal information to any of those applications, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any Web application you visit.

Legal Disclaimer

We may disclose your personal information:

- As required by law, such as to comply with a subpoena, or similar legal process
- When we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request
- If Aware Buildings is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our application of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information

Aware Buildings will only retain personal data we process on behalf of our Customers for as long as needed to provide services and as necessary to comply with our legal obligations, resolve disputes and enforce our agreements.

User Access and Choice

Users residing in certain countries, including in Europe, are afforded certain rights regarding their personal information. These rights include the right to access, correct and request deletion of your personal information. While these rights are not applicable worldwide, all Aware Buildings users can manage their personal information as described below.

You may access, correct, update, amend or remove certain personal information by making the change on your user account settings page on the Aware Buildings site, or by requesting that your property manager (or other program administrator) make such change on your behalf. Your account is protected by a password. We encourage you to choose your password carefully and keep it secure. If you have trouble accessing your account or your information, you can contact Aware Buildings by emailing our customer support team at support@awarebuildings.com.

If you wish to request your personal information be deleted/removed, please contact the Aware Buildings Customer with whom you are affiliated (your building), if you are a representative of a Aware Buildings Customer, please contact us at info@awarebuildings.com.

If you are an Aware Buildings Customer and no longer require our service, please contact support@awarebuildings.com. Termination of service proceedings are conducted offline and are subject to approval by our Customer, if you are a resident or staff user. We will respond to your request within thirty (30) days.

Our commitment to children's privacy

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our application from those we actually know are under 13, and no part of our application is structured to attract anyone under 13.

The EU-U.S. Privacy Shield

Aware Buildings.com complies with the E.U.-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use and retention of personal information from the European Union. Aware Buildings.com has certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between this Privacy Policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the E.U.-U.S. Privacy Shield, and to view our certification, please visit www.privacyshield.gov.

For questions, comments, complaints, access requests or other issues relating to the Privacy Shield or our Privacy Policy, please email info@awarebuildings.com. For any issues that cannot be resolved through Aware Buildings.com directly, you may contact JAMS at <https://www.jamsadr.com/eu-us-privacy-shield>. If your concerns are still not addressed by JAMS, you may be entitled to a binding arbitration under the Privacy Shield Principles.

The Federal Trade Commission (FTC) has jurisdiction over Aware Buildings.com's compliance with the Privacy Shield.

Data Protection Addendum

To assist our customers in the EEA in complying with applicable data protection legislation, we offer a Data Processing Addendum (DPA) to our Subscription Agreement. To request a DPA, [click here](#).

Data Protection Officer

To contact our Data Protection Officer, please email support@awarebuildings.com

Personal Information Protection and Electronic Data Act ("PIPEDA")

For our Canadian Customers, Aware Buildings shall act in accordance with the privacy provisions contained in the PIPEDA.

Changes to this policy

We may update this privacy policy to reflect changes to our information practices. If we make any material changes, we will notify you by email (sent to the e-mail address specified in your account), by post-login message on the Aware Config application and/or by means of a notice on this page prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices. The most recent version of this Privacy Policy supersedes all other versions.

Contact Us

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