

Resideo U.S. State-Specific Privacy Statement

Last updated: December 16, 2022

A number of U.S. states have passed specific laws relating to data privacy, including California (the California Consumer Privacy Act (CCPA), as amended with effect from January 01, 2023 by the California Privacy Rights Act (CPRA)), Virginia (Virginia Consumer Data Protection Act with effect from January 1, 2023), Colorado (Colorado Privacy Act with effect from July 01, 2023), Connecticut (Connecticut Data Privacy Act with effect from July 01, 2023) and Utah (Utah Consumer Privacy Act with effect from December 31, 2023).

These laws (and regulations relating to them) contain additional information that you may find helpful. For example, where these laws define particular terms (such as what constitutes personal information), those definitions apply here, too. Note also that many of these laws are still being refined and further regulations are expected in the future so we will update this U.S. State-specific privacy statement from time to time and encourage you to review it regularly.

This U.S. State-specific privacy statement only applies where any of the laws mentioned above apply and, in that case, takes precedence over our general U.S. privacy statement available on our website.

The Highlights

The sections below provide you with transparency over how we use your personal information, including the purposes for which we process it. To make this more understandable, we have provided non-exhaustive examples and use cases. We also describe what personal information we collect, from where we obtain it, how we use it, with whom we share it and how we determine for how long to store it. We also summarize the rights you have regarding your personal information where the laws mentioned above apply and how to exercise them.

Information We Collect

We collect personal information when we provide our products and services to you, otherwise interact with you, or use information about you. The term "personal information" (also called "personal data") means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with you or your household. It includes, for example, your name and other information relating to your use of our products and services.

We are required to inform you about the categories of personal information that we have collected from consumers within the last twelve (12) months by reference to a specific list.

Data collected by us, with examples:

(A) Identifiers – this includes personal information such as your real name, alias, postal address, unique personal identifier, online identifier, internet protocol address, email address, account name, or other similar identifiers. Use Case: When you buy a service from us, we collect your name and your address.

(B) Categories of personal information described in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)) – this includes your name, signature physical characteristics or description, address, telephone number education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information.

Use Case: This category partially overlaps with Category A, above. When you pay for a subscription, we collect financial information. Similarly, you may provide us with information regarding your work or employer as part of customer support services.

(C) Characteristics of protected classifications under California or federal law – this includes your race, color, national origin, disability, sexual orientation, sex, gender identity, gender expression, age. Use Case: When you enquire about our services and provide your title, we will address you accordingly (for example as Mr. or Mrs. or as you instruct us). Similarly, where you provide us with photos that depict you (for example as part of a customer support interaction), those photos may indicate some of the characteristics mentioned above.

(D) Commercial information – this includes records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies. Use Case: When you have upgraded a subscription with us, we collect records about your purchasing history.

(E) Internet or other electronic network activity information – this includes browsing history, search history, and information regarding a consumer’s interaction with an internet website, application, or advertisement. Use Case: When you interact with our website, we collect information about your activity on our website.

(F) Geolocation data – this includes your general physical location or movements. Use Case: When you use local weather features in our apps, you can provide your location for more accurate weather information.

(G) Sensory data – this includes audio, electronic, visual, thermal, or similar information. Use Case: Some of our products can record camera feeds, monitor humidity or air quality. When you record a camera feed or otherwise use these types of sensors, we collect sensory data.

(H) Sensitive Personal Information – this includes any information that identifies account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account; precise geolocation; and racial or ethnic origin. Use Case: This partially overlaps with (A), (C) and (F) above. In the case of precise geolocation, precise geolocation is used in some of our apps with your specific consent to enable the geofencing feature. This feature allows your thermostat to automatically change the temperature depending on whether you are in your house or not.

(I) Inferences drawn from personal information listed in Categories (A) – (H) – this includes inferences drawn from any of the personal information collected to create a profile about you, reflecting your preferences, characteristics, behavior, or interests. Use Case: We use very limited profiling in relation to the products sold to professionals where we analyze purchasing histories to infer future demand. Some of our products also contain "smart" or "learning" features that adapt to how you use or interact with them.

Data not collected by us, with examples:

(J) Biometric information – this includes imagery of the iris, retina, fingerprint, face, hand, palm, vein patterns, and voice recordings, from which an identifier template, such as a faceprint, a minutiae template, or a voiceprint, can be extracted, and keystroke patterns or rhythms, gait patterns or rhythms, and sleep, health, or exercise data that contain identifying information. Use Case: We do not collect biometric information. Some of our products use security features provided by your mobile phone such as "Face Unlock" but, where those features are enabled,

we rely solely on your mobile phone's capabilities and do not collect or analyze biometric information ourselves.

(K) Education information, as defined in the Family Educational Rights and Privacy Act (20 U.S.C. Sec. 1232g; 34 C.F.R. Part 99) – records that are directly related to a student and maintained by an educational agency or institution or by a party acting for the agency or institution. For example, class lists, grades and transcripts.

Sources of Personal Information

Below are the categories of sources from which we derived and collected personal information during the last 12 months:

Directly from you. The main source of personal information are our customers. For example, where you sign up for one of our services and as you use our products and services, you provide personal information directly to us.

Indirectly from our partners. Many of our products and services are aimed at professionals who, for example, install them in their customers' homes. Where our partners provide our products and services to their customers and as they support their customers, our partners will send to us personal information relating to these customers. This also includes product trials and product pilots that we run in partnership with other companies as well as events that we run or sponsor where our partners provide us with personal information about their attendees.

Directly and indirectly via our websites and services. For example, where visitors or other members of the public who are not our customers or partners browse our website, we collect personal information about this.

From other business units within Resideo. For example, some of our business units provide services to other business units in the Resideo group and personal information is collected in this context.

Purposes of Collecting Your Personal Information

The business or commercial purposes for collecting your personal information during the last 12 months are described in our general U.S. privacy statement available on our website under "Our use of information." In summary (and as further specified in the general U.S. privacy statement), we process the personal information above, depending on the context and type of personal information, for the purposes of providing and personalizing our products and services to you and third parties appointed by you, such as professional installers; fulfilling orders (including upgrades, downgrades and subscription changes); enabling third party features and integrations (for example, if you choose to use a third party smart assistant to control our products and services); securing our products and services; providing customer support and responding to your queries; resolving product or service issues and associated troubleshooting; personalized marketing and advertising (such as sending you newsletters with content that may be interesting to you, in accordance with your marketing preferences); product and feature research and development and as part of complying, protecting and enforcing our rights and legal obligations (for example, to detect and prevent fraud).

In limited cases (such as a product trial or pilot), we collect personal information for additional purposes which we describe to you at the time you agree to participate in the trial or pilot. We will not use the personal information we collected for materially different, unrelated, or incompatible purposes without providing prior notice.

Retention Periods of Your Personal Information

The period during which we store your personal information varies depending on the purpose of the processing. For example, we store personal information needed to provide you with products and services, or to facilitate transactions you have requested, for so long as you are our customer. This period can be extended if we need to retain your personal information to comply with regulations and laws (for example, as part of meeting our financial auditing and record keeping obligations). We store your personal information for marketing purposes until you have opted out of receiving further direct marketing communications in accordance with applicable law (but we retain the information regarding your opt-out so that we can ensure you do not receive marketing communications that you don't want to receive). If you submit an employment application via our sites, we will retain details of your application as set forth in the privacy statement or other notice made available to you in connection with your application or as otherwise required by law. In all other cases, we store your personal information for as long as is needed to fulfill the purposes outlined in this privacy statement, following which time it is either anonymized (where permitted by applicable law), deleted or destroyed.

Selling and Sharing Your Personal Information

We have not sold personal information in the last 12 months, nor do we use your sensitive personal information (as defined in the CPRA) for purposes other than those you would reasonably expect, as described in this U.S. State-Specific Privacy Statement.

Like most other companies we have disclosed personal information to our suppliers and (where this is part of the services you receive) your service providers for one or more business purposes in accordance with our general U.S. privacy statement (located on our website). For example, when you buy one of our products and have it delivered by mail, we will disclose your name and address to the delivery service.

Categories of personal information disclosed for a business purpose

In the last 12 months we have disclosed the following categories of personal information for one or more of our business purposes:

- (A) Identifiers
- (B) Categories of personal information described in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))
- (C) Characteristics of protected classifications under California or federal law
- (D) Commercial information
- (E) Internet or other electronic network activity information
- (F) Geolocation data
- (G) Sensory data
- (H) Sensitive Information

Categories of third parties to whom we disclose personal information for a business purpose

In the last 12 months we have disclosed personal information for one or more of the business purposes to the following categories of third parties:

Within a household. Some of our products and services allow you to grant others access to your personal information (for example, your connected thermostat so others in your household can set the temperature). Here, personal information is shared with those you permit access.

With our partners. Many of our products and services are aimed at professionals who, for example, install them in their customers' homes. Where our partners provide our products and services to their customers and as they support their customers, we provide personal information to these partners in accordance with the terms of the underlying contract and/or with the customer's explicit consent. This includes providing the lead account manager of a professional services account with access to the personal information of the users that are linked to that professional services account.

With our service providers. For example, some of our IT infrastructure is provided by leading data hosting providers that store our data (including personal information) for us.

With other companies within our group. For example, some of our affiliated companies provide services to other companies in the Resideo group and personal information is shared in this context.

As required to comply with, enforce or protect our rights and obligations and as otherwise legally required. For example, where we are audited, relevant personal information may be shared with the auditor as part of the audit. Similarly, where we are ordered by a competent court to share personal information, we will comply with such court order.

Your Rights

If you are a consumer and resident in California, Virginia, Colorado, Connecticut, or Utah, you have (or will have, once the relevant laws enter into force) specific rights regarding your personal information. We have summarized these rights below.

Note that many of these rights are not absolute – that means that in some cases we may only partially fulfil your request or not at all. Also note that these rights only apply to personal information that is subject to the laws set out in the beginning of this U.S. State-specific Privacy Statement – that means that your rights as described below will not apply to the extent we have anonymized, aggregated or deidentified your personal information (so that it can no longer be reasonably linked to you) or where your personal data is otherwise not regulated by these laws (for example, health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) or personal information covered by certain sector-specific privacy laws, including, but not limited to, the Fair Credit Reporting Act (FRCA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), the Driver's Privacy Protection Act of 1994, and particular sections of the Vehicle Code).

Your right to request specific personal information

You have the right to request that we disclose the categories and specific pieces of personal information that we have collected about you, over the last 12 months. We will provide this information to you when we receive a request that can be verified as having come from you. We normally provide this information within 45 days in electronic and portable form. In some cases, we may need to extend this period for a further 45 days, you will be notified prior to the extension.

Note that there are several exceptions to this right as described in the relevant law– this means that we will not provide specific personal information where doing so would adversely affect the rights and freedoms of other consumers, for example.

Your right to request deletion

You have the right to request that we delete your personal information. We will delete the personal information to which your request applies as soon as reasonably possible when we receive a request that can be verified as having come from you.

Note that there are several exceptions to this right as described in the relevant law – this means that we will not delete all personal information in all circumstances. For example, we will not delete personal information that is necessary to:

- Complete the transaction for which the personal information was collected, fulfil the terms of a written warranty or product recall conducted in accordance with applicable law, provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between us.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity.
- Debug to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise that consumer's right of free speech, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act pursuant to Chapter 3.6 (commencing with Section 1546) of Title 12 of Part 2 of the Penal Code.
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the business' deletion of the information is likely to render impossible or seriously impair the achievement of such research, if you have provided informed consent.
- To enable solely internal uses that are reasonably aligned with your expectations based on your relationship with the business.
- Comply with a legal obligation.
- Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

Your right to request information about how we use personal information

You have the right to request that we disclose to you the following:

- The categories of personal information we have collected about you.
- The categories of sources from which we collect your personal information.
- The business or commercial purpose for collecting or selling your personal information.
- The categories of third parties with whom we share personal information.
- The specific pieces of personal information we have collected about you (for further information on this, please see "*Your right to request specific personal information*" above).

We will provide this information in respect of the last 12 months and by reference to the categories of personal information we have listed in the "*Information we collect*" section above. We will do this when we receive a request that can be verified as having come from you. We normally provide this information within 45 days in electronic form. In some cases, we may need to extend this period for a further 45 days and in such instances, you will be notified prior to the extension.

Your right to request information about how we share personal information

You have the right to request that we disclose to you the following:

- The categories of personal information and specific information that we have collected about you.
- If we sold personal information about you, the categories of personal information that we sold about you and the categories of third parties to whom the personal information was

sold, by category or categories of personal information for each category of third parties to whom the personal information was sold.

- If we disclosed personal information about you for a business purpose, the categories of personal information that we disclosed about you for a business purpose.

We will provide this information in respect of the last 12 months and by reference to the categories of personal information we have listed in the *"Information we collect"* section above as well as the categories of third parties with whom we have shared personal information (see *"Sharing your personal information"*). We will do this when we receive a request that can be verified as having come from you and subject to any exemptions that apply under the CCPA and CPRA. We normally provide this information within 45 days in electronic form. In some cases, we may need to extend this period for a further 45 days and in such instances, you will be notified prior to the extension.

Your right to request that we correct your data

You have the right to correct personal information relating to you that is inaccurate and that we have collected. 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.

Non-Discrimination

We will not discriminate against you if you choose to exercise your rights under the laws set out above. – this means that unless permitted by law, we will not do any of the following as a result of you exercising your rights under these laws:

- 1) Deny goods or services to the consumer.
- 2) Charge different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties.
- 3) Provide a different level or quality of goods or services to you.
- 4) Suggest that you will receive a different price or rate for goods or services or a different level or quality of goods or services.

Exercising your rights

We provide you with three ways of exercising your legal rights relating to your personal information:

- 1) You can submit your request online via <https://contractorpro.secure.force.com/PrivacyInformationRequestForm/>
- 2) You can call us at 888-671-0086 Monday through Friday from 7:00a.m. to 5:00p.m. Central Standard Time
- 3) You can email us at privacy@resideo.com to exercise any of your legal rights relating to your personal information.

Your request must (1) provide sufficient information so that we can reasonably verify who you are; and (2) describe your request in sufficient detail so that we can reasonably determine whether your request is valid and what scope it has.

Once we have received your request, we will review it to ensure it is valid. We will then attempt to verify your identity which normally involves matching one or more pieces of information you provided in your request to information we hold about you (or the person on whose behalf you submit the request). You must not obtain or seek to obtain personal information relating to other

persons (unless you are duly authorized or legally entitled to do so) as this can constitute a criminal offense. Some of your rights can only be exercised twice in any 12-month period.

While we do not normally charge a fee if you choose to exercise your rights under the CCPA, we may do so if you exercise your rights in a way that is excessive, repetitive, or manifestly unfounded. If we determine that we will charge a fee for a particular request, we will provide you with a cost estimate in advance before completing your request.

This privacy statement has been formatted so that you can easily print it out using your web browser's printing function.

Changes to this U.S.-State Specific Privacy Statement

We update this U.S. State-Specific Privacy Statement from time to time to ensure it remains up to date. You can see the date it was last updated at the top of this statement