

Privacy Policy for Engineer Ally Phone App

Last updated: June 2, 2025

Engineer Ally ("we," "us," or "our") respects your privacy and is committed to protecting any information you provide when using the Engineer Ally mobile application (the "App"). This Privacy Policy explains:

1. What information we collect and why
2. How we use and share that information
3. Your choices regarding your information
4. How we secure your information
5. Data retention
6. How to contact us with questions or concerns

By downloading or using the App, you agree to the terms of this Privacy Policy. If you do not agree, please do not install or use the App.

1. Information We Collect

The App is designed solely to provision your Wi-Fi credentials and basic device specifications to your own Engineer Ally hardware (via Bluetooth). We do not collect or store any personal data beyond what is strictly necessary to configure your device. Specifically:

- Wi-Fi SSID and Password
 - Why we collect it: In order to connect your Engineer Ally device to your local Wi-Fi network, the App asks you to enter your Wi-Fi SSID (network name) and password.
 - How we handle it: The App transmits these credentials only once, directly over a secure Bluetooth link to your Engineer Ally device. We do not store your Wi-Fi credentials on our servers or in persistent storage on your phone beyond the immediate transmission to the device. Once sent, the App clears them from memory.
- HVAC Equipment Specifications (e.g., model number, configuration details)
 - Why we collect it: We collect this data to aid in future reporting on various metrics with regards to your specific equipment.

- How we handle it: The app securely transmits this data to the Engineer Ally database where it is stored for reporting and analytics purposes.
- IoT Device MAC Address
 - Why we collect it: When you first open the App and begin provisioning, we scan for nearby Bluetooth-enabled devices. We then use your Engineer Ally device's MAC address (a hardware identifier) to ensure we are connecting to the correct device.
 - How we handle it: The App reads the MAC address of your IoT device at provisioning time to establish a connection and provision the device on our servers.

No Other Data:

We do not collect personal information such as your name, email address, location, contacts, photos, or analytics data. If the App later adds analytics or other features, we will update this policy accordingly and ask for any additional permissions in the App.

2. How We Use Your Information

All data collected by the App is used exclusively to configure and operate your IoT device. Specifically:

- **Configuring Wi-Fi Connectivity**
We use the SSID and password you provide to enable your IoT device to join your local network. Thereafter, the device itself handles any internet communication.
- **Setting Up HVAC Parameters**
The HVAC specs are stored in our database to enable proper device operation and to generate reports and analytics about equipment performance and usage patterns.

3. Sharing of Information

We do not share, sell, rent, or trade your personal information with third parties. The only data flows are:

- Wi-Fi credentials are transmitted directly from the App to your Engineer Ally device via Bluetooth
- HVAC specifications and device MAC addresses are transmitted to our secure database for device management and analytics

No third parties ever see your Wi-Fi SSID or password. HVAC specifications may be used in aggregated, anonymized form for product improvement purposes, but are never shared with third parties in a way that could identify you.

4. Data Security

We take reasonable steps to protect your information:

- Encryption in Transit

All SSID/password/HVAC-spec transmissions occur over Bluetooth LE. Bluetooth LE includes built-in encryption to prevent eavesdropping. We do not transmit your WiFi SSID or Password other than to the Engineer Ally device.

- No Long-Term Storage

Since we do not retain your Wi-Fi credentials on our servers, the risk of unauthorized access is minimized.

- Database Security

HVAC specifications and device identifiers stored in our database are protected using industry-standard security measures including encryption at rest and access controls.

Despite these measures, no system can ever be perfectly secure. By using the App, you acknowledge and accept these inherent risks.

5. Data Retention

We retain data as follows:

- Wi-Fi SSID and Password: Not stored - cleared from memory immediately after transmission to your device
- HVAC Equipment Specifications: Retained indefinitely for reporting and analytics purposes
- IoT Device MAC Address: Retained indefinitely for device identification and management purposes, including providing technical support and enabling future device updates

6. Your Choices

Currently, the App provides limited user control options due to its simple provisioning function. If you wish to request deletion of your HVAC data or device records from our database, please contact us using the information in Section 9.

7. Children's Privacy

Our App is not directed to children under 13. We do not knowingly collect information from anyone under 13. If we learn that we have inadvertently collected personal information from a child under 13, we will delete it as soon as possible. If you believe we might have any information from or about a child under 13, please contact us (see Section 8).

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time (for example, if we add new features or if laws change). When we do, we will:

1. Change the "Last updated" date at the top.
2. Notify you in the App (via an in-App notification) if the changes are material.

If you continue to use the App after we post changes, that means you accept the revised Privacy Policy. If you do not agree, you must stop using the App.

9. Contact Us

If you have any questions, concerns, or requests about this Privacy Policy or our data practices, please contact us at:

Engineer Ally

Attn: Achai Broner

Email: achai@engineerally.com