



# Privacy Policy for ALLPRO SECURITY

At Allpro Security, your privacy is a top priority. This Privacy Policy explains how we collect, use, share, and protect your information when you use our wireless house alarm system, mobile app, and related services.

By using the Allpro Security Services, you agree to the terms of this Privacy Policy. If you do not agree, please discontinue the use of our Services.

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## 1. Information We Collect

### a. Information You Provide Directly

- **Account Information:** Name, email address, phone number, and password when you register an account.
- **Device Configuration:** Information about your home alarm system setup, such as device names and settings.

### b. Information We Collect Automatically

- **Usage Data:** Logs of app interactions, features used, and time spent within the app.
- **Device Information:** Type of mobile device, operating system, IP address, and unique device identifiers.
- **Location Data:** Approximate or precise location if enabled on your device.

## 2. How We Use Your Information

We use the information collected to:

- Provide and improve the functionality of our Services.
- Monitor system performance and detect security issues.
- Send important notifications, such as security alerts, updates, or maintenance schedules.
- Facilitate payments and manage subscriptions.
- Respond to customer support inquiries.

- Personalize user experiences and recommend features.
  - Comply with legal obligations and enforce our terms of service.
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### 3. How We Share Your Information

We do not share your personal information to third parties.

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### 4. Data Retention

We retain your personal information as long as necessary to provide the Services, comply with legal obligations, resolve disputes, and enforce our agreements. You may request deletion of your data at any time, subject to legal or contractual obligations.

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### 5. Data Security

We implement industry-standard security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. These measures include encryption, firewalls, and secure access protocols. However, no system is entirely secure, and we cannot guarantee absolute security.

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### 6. Your Rights and Choices

- **Access and Update:** You can access, update, or delete your account information through the app.
  - **Notifications:** You can manage communication preferences and opt out of non-essential notifications.
  - **Data Deletion:** You can request the deletion of your account and associated data by contacting us.
  - **Do Not Track:** We currently do not respond to "Do Not Track" signals from web browsers.
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### 7. Children's Privacy

Our Services are not directed to individuals under the age of 13, and we do not knowingly collect personal information from children. If we become aware of any such data, we will delete it promptly.

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## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of significant updates through the app or email. Continued use of the Services constitutes your agreement to the updated policy.

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## **9. Contact Us**

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

### **Allpro Security**

Email: [sales@allpro-security.com](mailto:sales@allpro-security.com)

Phone: 868- 299- 0600

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