

Privacy Policy

Effective Date: July 29, 2025

Company: Nebula Smart Home, LLC (“Nebula,” “we,” “our,” or “us”)

Introduction

Nebula respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, share, and safeguard your data when you use our website (nebulastat.com), the Nebulastat Smart Thermostat (the “Device”), our mobile application (the “App”), and our HVAC services and contractor portal (collectively, the “Services”). By using our Services, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect the following categories of information: a. Personal Information You Provide - Name, address, and contact details (phone, email) - Billing and payment details - Appointment scheduling information - Service requests and customer support inquiries b. Device & Home Data - Device identifiers (serial number, IP address, account ID) - Thermostat usage (temperature settings, HVAC run times, schedules) - Sensor readings (temperature, humidity, system diagnostics) - Location or zip code tied to device/home installation c. Website & App Data - Browser/device type, operating system, pages visited, time spent - IP address and general geolocation data - Cookies and tracking technologies for analytics and personalization d. Contractor/Service Portal Data - Technician or contractor information when linked to your account - Service history and maintenance records

2. How We Use Your Information

We use collected data for the following purposes: - Provide, operate, and maintain your thermostat and HVAC services - Process orders, payments, and subscriptions - Deliver software and firmware updates to your Device - Send reminders for HVAC maintenance and energy efficiency suggestions - Provide customer support and respond to inquiries - Monitor performance, troubleshoot, and improve our Services - Send promotional offers and marketing communications (with your consent) - Ensure safety, prevent fraud, and comply with legal obligations

3. How We Share Information

We do not sell your personal information. We may share your information with: - Service Providers: Trusted third parties such as payment processors, hosting providers, analytics platforms, and communication tools. - Contractors & HVAC Partners: To schedule or complete maintenance and repairs (with your authorization). - Affiliates & Business Transfers: In the event of a merger, acquisition, or corporate restructuring. - Legal Authorities: When required by law, regulation, or to protect rights and safety. We may also share anonymized or aggregated data that does not identify you personally.

4. Advertising & Analytics

We may use analytics tools (such as Google Analytics) to understand usage of our Services and improve performance. These tools may use cookies or device identifiers. You can learn more and opt out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>. We may also use interest-based advertising networks to display Nebula promotions across third-party platforms.

5. Cookies & Tracking Technologies

Our website and app use cookies, pixels, and similar technologies to: - Remember preferences and personalize experiences - Analyze site traffic and device performance - Provide targeted marketing (with consent) You may disable cookies in your browser, but some features of our Services may not function properly.

6. Data Security

We use industry-standard safeguards to protect your personal and device data. While we take reasonable steps to secure your information, no system or transmission method is 100% secure.

7. Your Rights & Choices

Depending on your location, you may have the right to: - Access, update, or correct your personal information - Request deletion of your information (subject to legal obligations) - Opt out of marketing communications via unsubscribe links - Adjust your thermostat and app settings to limit data collection - Manage cookies through your browser or device preferences Even if you opt out of marketing, we may still send you important transactional or service-related messages.

8. Data Retention

We retain personal information as long as necessary to provide our Services, comply with legal requirements, or resolve disputes.

9. Children's Privacy

Our Services are not directed at children under 13. We do not knowingly collect data from children. If we learn we have collected personal information from a child, we will delete it.

10. Third-Party Links

Our website or app may contain links to third-party websites. We are not responsible for their privacy practices.

11. Changes to This Policy

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated Effective Date.

12. Contact Us

For privacy questions or requests, please contact us: Nebula Smart Home, LLC 2601 N Stanton El Paso, TX 79902 Phone: +1 (915) 975-7319 Website: www.nebulastat.com