

Signal Enhance Privacy Policy & Cookies Agreement

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Version: 1A.318.2025:1.5.0

Signal Enhance (“we,” “us,” or “our”) is committed to privacy, transparency, and respect for our users. This Privacy Policy outlines what data we collect, why we collect it, and how we handle it, especially regarding our IoT smart home hub products and services.

1. Data We Collect

A. Non-Personal Statistics

When you visit our website or use our smart home hub, we collect **non-personally identifiable data** (non-PII) such as:

- Page visits
- Feature usage stats
- Device types
- Error reports

No names, emails, IP addresses, or identifiers are stored with this data. It’s anonymized and only used to improve performance, security, and user experience.

B. Account-Related Information (PII)

If you **choose to create an account**, we collect limited personal information, including:

- Name
- Email
- Shipping and billing addresses (for orders, if opt. in)
- Encrypted passwords
- Encrypted API Keys (if applicable)

This data is only used for account management, customer service, and order fulfillment. It is **never sold, shared, or used for profiling or advertising.**

2. Orders and Data Retention

- Orders placed through Signal Enhance are stored for **3 years** in our secured database, in compliance with accounting and warranty purposes.
- After 3 years, all related order data is **automatically and permanently deleted**.

3. Cookies Policy

We Use Only Essential and Anonymous Cookies:

- To keep the website functional
- To collect anonymous usage statistics
- No marketing or tracking cookies are used
- No third-party cookies are used to track users, unless explicitly required and disclosed (e.g., embedded community forums, payment processors, and other such items)
- We hold no responsibility regarding the use of third-party cookies enabled by the user, and by using this website, the user waives all liability away from us. (e.g. Honey, Capital One Shopping, crypto wallets, and other such browser extensions)

You may disable cookies in your browser, but the site and hub features may not work as intended.

4. Third Parties

We do **not share or sell your data** to third parties. Any services we use (e.g., analytics, payment processors) must **adhere to strict privacy standards** and **do not receive personal data beyond what is strictly necessary**.

5. Community and Open Source

Signal Enhance supports open-source development and a community-first approach. Our firmware, where applicable, is available to the public under permissive licensing. This means transparency in how your data is (or isn't) handled on-device.

6. Your Rights

- You can request deletion of your account and all associated PII at any time.
- You may request a copy of your data. (Requires proof of identity. Proofs of identity are not stored, and are deleted after confirmation. Email for more details.)
- You may opt out of anonymous statistics collection by adjusting settings on your hub (where supported).

7. Changes to This Policy

We'll notify users of any significant version changes to this policy via our website. Continued use of our services implies consent to the current version.

8. Contact Us

For any privacy-related concerns, contact:

 help@signalenhance.com