Privacy Policy for Mobile Applications ViCare, ViGuide, and ViPlan

Date Last Modified: June 1st, 2021

ARTICLE 1 - DEFINITIONS:

a. APPLICABLE MOBILE APPLICATION: This Privacy Policy will refer to and be applicable to the Mobile Applications listed above, which are made available by Viessmann (as defined below) and shall hereinafter be referred to individually and collectively as “Mobile Application”.

b. EFFECTIVE DATE: “Effective Date” means the date listed above.

c. PARTIES: The parties to this privacy policy are the following: Viessmann Manufacturing Company (U.S.) Inc. (“Viessmann” or “we”, “us” or “our”) and you, as the user of this Mobile Application (“you” or “your/yours”). Hereinafter, the parties will individually be referred to as “Party” and collectively as “Parties”.

d. SERVICES: “Services” means any services, products or other offerings that we make available via the Mobile Application regardless whether paid or free of charge.

e. PERSONAL DATA: “Personal Data” means personal data and information that we obtain in connection with your use of the Mobile Application that is capable of identifying you in any manner.

f. DATA: “Data” means data and information that we obtain from you or about you and includes Personal Data.

g. HARDWARE: “Hardware” means an installed Viessmann residential appliance.

ARTICLE 2 - GENERAL INFORMATION:

This privacy policy (hereinafter “Privacy Policy”) describes how we collect and use Data, as well as your rights in relation to Personal Data, when you visit our Mobile Application or use our Services.

This Privacy Policy does not cover any information that we may receive about you through sources other than the use of our Mobile Application and the website to which the Mobile Application directs you in connection with Hardware monitoring. This Privacy Policy does not and will not apply to any other websites or applications, even if linked from the Mobile Application.

By continuing to use our Mobile Application, you acknowledge that you have had the chance to

review and consider this Privacy Policy, and you acknowledge that you agree to it. This means that you also consent to the use and disclosure of your Data and as described in this Privacy Policy. If you do not understand the Privacy Policy or do not agree to it, then you agree to immediately cease your use of our Mobile Application.

ARTICLE 3 - LOCATION

Please be advised that we may collect, store, use, and otherwise process your Data in the United States, in the European Economic Area, and in other areas outside the European Economic Area. Data may also be transferred to companies within the United States. We will process your Data in accordance with this Privacy Policy and with applicable laws.

ARTICLE 4 - MODIFICATIONS AND REVISIONS:

We reserve the right to modify, revise, or otherwise amend this Privacy Policy at any time and in any manner. It is your responsibility to periodically check the Effective Date on this page for any such modification, revision, or amendment. Your continued use of the Mobile Application after any such change will constitute your acceptance of and agreement to all changes.

ARTICLE 5 - THE DATA AND PERSONAL DATA WE RECEIVE FROM YOU:

Depending on how you use our Mobile Application, you will be subject to different types of Data and Personal Data collected and different manners of collection.

a. Registered Users: You, as a user of the Mobile Application, may be asked to register in order to use the Mobile Application or the Services.

During the process of your registration, we will collect some of the following Personal Data from you through your voluntary disclosure which may include, but not be limited to:

Company Information
E-mail Address
First Name
Last Name
Telephone Number
Physical Address or Addresses
System location
Country
Date of Birth / Age
Your customer number (if applicable)
Other user data such as installation location, Hardware information, company invoice information or other

Data including Personal Data may be asked for in relation to:

I) Interaction with our representatives in any way ;
II) making purchases or arranging for Services including installation or service calls relating to Hardware ;

III) receiving notifications by text message or email or by a call about marketing or fulfillment of orders placed through the Mobile Application and updates for Services including installation or service calls relating to Hardware ;

IV) receiving general e-mails from us ;

V) creation of an account profile, and that profile's specific settings as well as data from the associated Hardware (including configuration and operating data, recorded errors, configuration settings, and temperature profile);

VI) commenting on our content or other user-generated content on our Mobile Application, such as blogs, articles, photographs, videos, or participating in our forums, bulletin boards, chat rooms, or other similar features.

b. Passive Data Collection: We may collect Data and Personal Data from you as you use the Mobile Application, even if you are not a registered user ("Passive Data Collection"). Such Passive Data Collection may include through cookies, as described below, IP address information, location information, and certain browser data, such as history and/or session information.

c. **Usage Information:** The Mobile Application may gather Data and Personal Data such as usage information, service status, maintenance procedures, including configuration and operating data, recorded errors, configuration settings, and temperature profile relating to Hardware.

d. **Sales and Billing Information:** In order to use certain Services offered via the Mobile Application, you will be asked to provide payment information, billing address information, and possibly additional specific information so that you may be properly charged for your purchases. We may collect Data and Personal Data necessary to process your payment if you make purchases, such as your payment instrument number (e.g. - a credit or debit card number), and the security code associated with your payment instrument. In addition, for professional users of the chargeable functions of a Mobile Application, certain information about your company may be stored as the invoice recipient. The Mobile Application itself does not process any invoice or invoice payment data. All payment data is stored by a third party payment processor.

e. Email Marketing: You may be asked to provide certain Personal Data such as your name

and email address, for the purpose of receiving e-mail marketing communications. This information will be obtained through your voluntary disclosure and you will be asked to affirmatively opt-in to email marketing communications.

f. **User Experience:** From time to time we may request information from you to assist us in improving our Mobile Application, and the Services we offer or sell, such as demographic information or your particular preferences.
g. **Content Interaction:** Our Mobile Application may allow you to comment on the content that we provide or the content that other users provide, such as blogs, multimedia, or forum posts. If so, we may collect some Personal Data from you at that time, such as, but not limited to, username and/or email address.

ARTICLE 6 - THE DATA AND PERSONAL DATA WE RECEIVE AUTOMATICALLY

Tracking Technologies/Cookies: We may collect and use Data and Personal Data from you in connection with automatic tracking systems such as web beacons, clear pixels, and cookies for linked web-based Hardware monitoring functions and Services or otherwise (for example, by means of so-called local storage for Android or keychain for IOS operating systems of the end device) (hereinafter collectively referred to as “Cookies”).
We use these Cookies for various purposes including to make your browsing experience easier and more intuitive. Cookies are small strings of text used to store some information that may concern the user, his or her preferences, or the device they are using to access the internet (such as a computer, tablet, or mobile phone). Cookies are mainly used to adapt the operation of the Mobile Application to your expectations, offering a more personalized browsing experience and memorizing the choices you previously made.

If you want, you can prevent the use of Cookies, but then you may not be able to use our Mobile Application as we intend.

Technical Cookies: Technical Cookies, which can also sometimes be called HTML cookies, are used for navigation and to facilitate your access to and use of the Mobile Application. They are necessary for the transmission of communications on the network or to supply services requested by you. The use of technical cookies allows the safe and efficient use of the Mobile Application.

You can manage or request the general deactivation or cancelation of Cookies through your browser (for linked web-based Hardware monitoring functions) or the Mobile Application settings. If you do this though, please be advised that this action might slow down or prevent access to some parts of the Mobile Application.

Cookies may also be retransmitted by an analytics or statistics provider to collect aggregated information on the number of users and how they visit the Mobile Application. These are also considered technical cookies when they operate as described.

Third-party cookies: Third parties including analytics companies, the manufacturer of your mobile device, and your mobile service provider may set third-party cookies or other

trackers as you use the Mobile Application. We do not control these third-party cookies.

Support in configuring your browser: You can manage Cookies through the settings of your browser on your device and in the Mobile Application. However, deleting cookies from your browser may remove the preferences you have set for this Mobile Application.

For further information and support, you can also visit the Mobile Application settings or the help page of the browser you are using for linked web-based Hardware monitoring functions.

Log and Usage Data: Like all websites and mobile applications, this Mobile Application also makes use of log files that store automatic information collected during use. The different types of log data could be, but are not limited to, as follows:

- Internet Protocol (IP) Address ;
- Mobile device ID ;
- Location information ;
- Type of browser and device parameters used to connect to the Mobile Application ;
- Name of the Internet Service Provider (ISP) or mobile service provider ; ● Date and time of visit ;
- Web page of origin of the user (referral) and exit ;
- Possibly the number of clicks or other navigational data as you use the Mobile Application ;
- Operating system of the (mobile) end device used ;
- The IP address of your (mobile) end device ;
- Time of the server request.

The aforementioned information is processed in an automated form and collected in an exclusively aggregated manner in order to verify the correct functioning of the Mobile Application, and for security reasons.

For security purposes (for example, spam filters, firewalls, virus detection), the automatically recorded data may also include Personal Data such as IP address, which we may use or disclose in accordance with applicable laws, in order to block attempts at damage to the Mobile Application, or damage to other users, or in the case of harmful activities or crime.

ARTICLE 7 - THIRD PARTIES: SHARING AND COLLECTION

We may utilize third-party service providers (“Third-Party Service Providers”) and disclose Data and Personal Data to them, from time to time or all the time, to help us with our Mobile Application, and to help serve you.

- We may use Third-Party Service Providers to assist with information storage (such as cloud storage), security, performance, personalization, and optimization

of the Mobile Application.

- We may provide some of your Data and Personal Data to Third-Party Service Providers in order to help us track usage data, such as referral websites linked web-based Hardware monitoring, dates and times of page requests, etc. We use this information to understand patterns of usage of, and to improve, the Mobile Application.

- We may use Third-Party Service Providers to host the Mobile Application. In this instance, the Third-Party Service Provider will have access to your Personal Data.
- Some of our Third-Party Service Providers may be located outside of the United States and may not be subject to U.S. privacy laws. The countries in which our Third-Party Service Providers may be located include: Germany, The European Union member nations, and any country that has data protection laws and standards compliant with Articles 45 and 46 of the General Data Protection Regulation (GDPR) of the European Union.

- We only share your Personal Data with a Third-Party Service Provider if that provider agrees to our privacy standards as set out in this Privacy Policy.

We may also disclose your Data and Personal Data to third parties as follows:

- To any of our parent companies, subsidiary companies, affiliates, or other related entities.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Viessmann's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Viessmann about our Mobile Application users is among the assets transferred.
- To fulfill the purpose for which you provide it, including in connection with installation and maintenance of Hardware.
- For any other purpose disclosed by us when you provide the information.
- With your consent.
- To enforce our rights arising from any contracts entered into between you and us, including the Mobile Application EULA, Terms of Sale, Delivery, and Payment, Terms of Use, and for billing and collection.
- If we suspect any fraudulent activity on our Mobile Application or if we have noticed any activity which may violate our Terms of Sale, Terms of Use, EULA, or other applicable rules.

In the case of Services you request that involve your Hardware, our Third-Party Service Providers may also share Personal Data with us, including contact information and Hardware information such as configuration and operating data, recorded errors, configuration settings, and temperature profile.

Notwithstanding any other provisions of this Privacy Policy, we may provide your Data and Personal Data to a third party or to third parties in order to protect the rights, property, or safety of us, our customers, or third parties, or as otherwise required by law.

We will not knowingly share your Personal Data with any third parties other than in accordance with this Privacy Policy, or as otherwise required by law.

ARTICLE 8 – HOW PERSONAL DATA IS STORED

We use secure physical and digital systems to store your Personal Data when appropriate. We take steps designed to ensure that your Personal Data is protected against unauthorized access, disclosure, or destruction.

Please note, however, that no system involving transmission of information via the internet, or the electronic storage of data, is completely secure.

Personal Data is stored throughout your relationship with us. We delete your Personal Data upon request for cancellation of your account or other general request for the deletion of data.

ARTICLE 9 – HOW WE USE YOUR DATA

We primarily use your Data and Personal Data to help us provide a better experience for you on your Mobile Application and to provide you the services and/or information you may have requested, such as use of our Mobile Application.

Data that does not identify you personally, but that may assist in providing us broad overviews of our customer base, will be used for market research purposes. Such Data may include, but is not limited to, interests based on your Cookies.

Personal Data that may be considered identifying may be used for the following: a.

Operation, maintenance, and security of the Mobile Application including analytics; b.

Improving your personal user experience ;

c. Communicating with you about your user account with us ;

d. Marketing and advertising to you, including via text message and email or phone;

e. Fulfilling any of your purchases or requests for Services ;

f. Providing customer service to you including in connection with Hardware and warranty claims ;

g. Advising you about updates to the Mobile Application or related terms ;

h. Research and development.

ARTICLE 10 - VOICE ASSISTANTAS

In some countries, Viessmann offers the possibility of using voice assistants (e.g., Amazon Alexa and Google Home) to control the Viessmann system. You can purchase the necessary extension (e.g., Alexa Skill or Google Home Action) via the provider of your voice assistant and install it on your respective end device. After entering your authentication data, the voice assistant is connected to your Viessmann system and communicates via the necessary cloud components of the voice assistant system and Viessmann. Viessmann has no influence on the processing of your data by the provider of the voice assistant system you have selected. Please therefore note their privacy policy. From the voice assistant system you use, we receive data on whether and how you use the voice assistant with our products. The legal basis for data processing by us is the contract concluded between you and us regarding the acquisition of the extension (mediated via the provider of your voice assistant system). You have the option of ending the connection between the voice assistant and your Viessmann system, and thus the transmission of your data to Viessmann, at any time by deactivating or uninstalling the extension

ARTICLE 11 - PUBLIC INFORMATION

We may allow users to post their own content or information publicly on our Mobile Application. Such content or information may include, but is not limited to, photographs, status updates, blogs, articles, or other personal snippets. Please be aware that any such information or content that you may post should be considered entirely public and that we do not purport to maintain the privacy of such public information.

ARTICLE 12 - OPTING OUT OF TRANSMITTALS FROM US

From time to time, we may send you informational or marketing communications related to our Mobile Application such as announcements or other information. If you wish to opt-out of such communications, you may contact the following email address:

dataprotection-us@viessmann.com.

You may also click the opt-out link which will be provided at the bottom of any and all such communications.

Please be advised that even though you may opt-out of such communications, you may still receive information from us that is specifically about your use of our Mobile Application or about your account with us.

By providing any Personal Data to us, or by using our Mobile Application in any manner, you have created a commercial relationship with us. As such, you agree that any email sent from us or third-party affiliates, even unsolicited email, shall specifically not be considered SPAM, as that term is legally defined.

ARTICLE 13 - MODIFYING, DELETING, AND ACCESSING YOUR INFORMATION

If you wish to modify or delete any information we may have about you, or you wish to simply access any information we have about you, you may do so from your account settings page.

ARTICLE 14 - CHILDREN'S PRIVACY

The Mobile Application is neither directed to nor structured to attract persons under the age of 18 years. Accordingly, we do not intend to collect Personal Data from anyone we know to be under the age of 18 years of age. If you are under 18 years of age you must not use the Mobile Application. If we learn that Personal Data of persons less than 18 years of age has been collected, we will take the appropriate steps to delete this information. If you believe that we have collected Personal Data on any person under the age of 18 years of age, please contact us at: dataprotection-us@viessmann.com

ARTICLE 15 - ACCEPTANCE OF RISK

By continuing to our Mobile Application in any manner, or by using the Mobile Application or any of its services, you manifest your continuing assent to this Privacy Policy. You further acknowledge, agree, and accept that no transmission of information or data via the internet is completely secure, no matter what steps are taken. You acknowledge, agree, and accept that we do not guarantee or warrant the security of any information you provide to us, and that you transmit such information at your own risk.

ARTICLE 16 - NOTICE TO CALIFORNIA RESIDENTS

This Privacy Notice to California Residents supplements the information contained in this overall Privacy Policy, and applies solely to all visitors, users, and others who reside in the State of California ("you"). Any terms defined in the California Consumer Privacy Act ("CCPA") have the same meaning when used in this Article 15. "Hardware" is as defined in our Privacy Policy.

Information We Collect

Our Mobile Application collects information that identifies, relates to, describes,

references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or device (“personal information”). In particular, the Mobile Application has collected one or more kinds of information from the following categories of personal information from our consumers within the last twelve (12) months:

CATEGORY	**EXAMPLES**	**COLLECTED**
A. Identifiers	A real name, alias, postal address, unique identifier Internet Protocol Address, email address, account name, Social Security number, driver’s license number, passport number, or other similar identifiers.	[YES]
B. Personal Categories Listed in the CA Consumer Records Statute (Cal. Civ. Code section 1780.80(e))	A name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver’s license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.	[YES]
C. Protected classification characteristics under CA or federal law	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	[YES]
D. Commercial Information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	[YES]
E. Biometric Information	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.	[YES]
F. Internet or other similar	Browsing history, search history, information on a	[YES]

network consumer's interaction with a website, application, activity or advertisement.

G. Geolocation data Physical location or movements. [YES]

H. Sensory data Audio, electronic, visual, thermal, olfactory, or similar [YES]
Information.

I. Professional or Current or past job history or performance evaluations [NO]
employment related
information.

J. Non-Public Education records directly related to a student [NO] Education
maintained by an educational institution or party acting Information (per on its behalf,
such as grades, transcripts, class lists, The Family student schedules, student
identification codes, student Educational Rights financial information, or student
disciplinary records. And Privacy Act (20
U.S.C. Section
1232g, 34 C.F.R.
Part 99))

K. Inferences drawn Profile reflecting a person's preferences, characteristics, [YES]
from other personal psychological trends, predispositions, behavior, attitudes
information intelligence, abilities, and aptitudes.

Personal information does not include: Publicly available information from government records, deidentified or aggregated consumer information, information excluded from CCPA scope such as health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data, and personal information covered by certain sector specific privacy laws, including the Fair Credit Reporting Act (FRCA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA) and the Driver's Privacy Protection Act of 1994.

The Mobile Application obtains the categories of personal information listed above from the following categories of sources:

- Directly from you. E.g. - From registration for the Mobile Application or other information you input into the Mobile Application or linked web-based Hardware monitoring functions.

- Indirectly from you. E.g. - From observing your actions on our Mobile Application, or use of any Services including linked web-based Hardware monitoring functions.

- From our service providers who provide requested Services relating to your

Hardware.

Use of Personal Information

We may use or disclose the personal information we collect for one or more of the following business purposes:

To fulfill the purpose or reason you provided the information.

To provide, support, personalize, and develop our Mobile Application, products, and services.

To create, maintain, customize, and secure your account with us.

To process your requests and prevent transactional fraud if applicable.

To provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our response.

To personalize your experience and to deliver content and product and service offerings relevant to your experience, including communications via email or text message (with your consent, where required by law).

To help maintain the safety, security, and integrity of our Mobile Application, product and services, databases and other technology assets and business.

For testing, research analysis, and product development, including to develop and improve our Mobile Application, products, and services.

To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.

As described to you when collecting your personal information or as otherwise set forth in the CCPA.

To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us about our Mobile Application is among the assets transferred.

We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

Sharing Personal Information

We may disclose your personal information to a third party for a business purpose. When we

disclose personal information for a business purpose, we enter a contract that describes the purpose and requires the recipient to both keep that personal information confidential and not use it for any purpose except performing the contractual obligations.

We share your personal information with following categories of third parties:

- Service Providers
- Affiliates and business partners associated with requested Hardware support, maintenance, and other similar Services

Disclosures of Personal Information for a Business Purpose

In the preceding twelve (12) months, we may have disclosed the following categories of personal information for a business purpose:

Category A: Identifiers

Category B: California Customer Records personal information categories

Category C: Protected classification characteristics under California or federal law

Category D: Commercial Information

Category E: Biometric information

Category F: Internet or other similar network activity

Category G: Geolocation information

Category H: Sensory information

Category K: Inferences drawn from other personal information

We disclose your personal information for a business purpose to the following categories of third parties:

- Service providers
- Affiliates and business partners associated with requested Hardware support, maintenance, and other similar Services

Sales of Personal Information

In the preceding twelve (12) months, we have not sold personal information.

Your Rights and Choices

The CCPA provides consumers (California residents) with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past twelve (12) months. Once we receive and confirm your verifiable consumer request (see “Exercising Access, Data Portability, and Deletion Rights”), we will disclose to you:

The categories of personal information we collected about you ;

The categories of sources for the personal information we collected about you ;

Our business or commercial purpose for collecting that personal information ;

The categories of third parties with whom we share that personal information ;

The specific pieces of personal information we collected about you (also called a “data portability request”) ;

If we sold or disclosed personal information for a business purpose, two separate lists disclosing:

Sales, identifying the personal information categories that each category of recipient purchased ; and

Disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.

Deletion Request Rights

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request (see “Exercising Access, Data Portability, and Deletion Rights), we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.
We may deny your deletion request if retaining the information is necessary for us to our service provider(s) to:

Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the

context of our ongoing business relationship with you, or otherwise perform our contract with you.

Detect Security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.

Debug products to identify and repair errors that impair existing intended

functionality. The exercising of any right provided for by law by you or another

consumer.

Comply with the California Electronic Communications Privacy Act (Cal. Penal Code, section 1546 *et. seq.*)

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 information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.

Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.

Comply with legal obligation.

Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Exercising Access, Data Portability, and Deletion Rights

To exercise the access, data portability, and deletion rights described above, please submit a consumer request to us at:

Email: dataprotection-us@viessmann.com
Phone: +1 (800) 288-0667 (Toll-free)

Only you, or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must:

Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information, or an authorized representative.

Describe your request with sufficient detail that allows us to properly understand,

evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

Making a verifiable consumer request does not require you to create an account with us. However, we do consider requests made through our password protected account sufficiently verified when the request relates to personal information associated with that specific account.

We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

Response Timing and Format

We endeavor to respond to a verifiable consumer request within forty-five (45) days of receipt. If we require more time, up to ninety (90) days, we will inform you of the reason and extension in writing.

If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will deliver our written response by mail or electronically, at your option.

Any disclosures we provide will only cover the twelve (12) month period preceding the verifiable consumer request. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily usable and should allow you to transmit the information from one entity to another entity without undue hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request. Payment of any such assessed and / or estimated fee must be received prior to completing your request.

Non-Discrimination

We will not discriminate against you for exercising your Rights under the CCPA. Unless permitted by the CCPA we will not:

Suggest that you will receive a different price, rate, or quality of goods or services ;
Charge different rates or prices for goods or services ;
Offer different quality of goods or services ;
Impose penalties ;
Deny access to goods or services.

Other California Privacy Rights

California's "Shine the Light" law (Civil Code Section 1798.83) permits users of our Mobile Application that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purpose. To make such a request, please send an email to dataprotection-us@viessmann.com

You may also phone us at:
Phone: +1 (800) 288-0667 (Toll-free)
Telefax: +1 (401) 732-0590

You may also write to us at:

Attention: Legal
Viessmann Manufacturing Co. (US), Inc.
45 Access Road
Warwick, RI 02886
USA

Changes to Our Privacy Notice

We reserve the right to amend this privacy notice at our discretion and at any time. When we make changes to this privacy notice, we will update the notice's effective date. Your continued use of our Mobile Application following the posting of changes constitutes your acceptance of such changes.

ARTICLE 17 - CONTACT INFORMATION

If you have any questions specifically about this Privacy Policy, anything related to this Privacy Policy, or the way we collect information from you, contact us at the following email address: dataprotection-us@viessmann.com.

You may also phone us at:

Phone: +1 (800) 288-0667 (Toll-free)
Telefax: +1 (401) 732-0590

You may also write to us at:

Attention: Legal
Viessmann Manufacturing Co. (US), Inc.
45 Access Road
Warwick, RI 02886
USA