

Privacy Policy

Updated: 30 May 2018

This Privacy Policy discusses how we, SanUVAire LLC, collect, use, process, and disclose your information, including personal information, in relation to your access to and use of the SanUVAire web and mobile applications and its related services ("SanUVAire System").

Information We Collect

We ask for and collect the following type of information when you use the SanUVAire System. Without it, we may not be able to provide you with our services.

Information You Provide Us

Account Information

When you submit an inquiry and provide your information on our website or create an account on the SanUVAire System, you voluntarily provide your first name, last name, email address, password, and time zone. You may also voluntarily indicate your birthday and gender to allow us to provide you with a more personalized experience on the SanUVAire System. We will not use your personal information for any other purpose without your consent.

Product/Device Set-Up Information

If applicable, while setting-up your device, you voluntarily provide its time zone. This ensures that you are able to accurately view all your current and historical air quality measurements and data based on the local time they have occurred.

Online Payment Information

If applicable, when you purchase a SanUVAire product, you provide your payment information, particularly your first name, last name, e-mail address, phone, billing address, credit card number, card expiration date, and card security code. We do not store payment information on our databases, servers, and systems. We store your delivery address, which you provide, solely to fulfill your order.

Personal Health Information

If Applicable, by logging into your account, we will request for your explicit consent if you wish to voluntarily input your respiratory conditions on the SanUVAire System. This allows you to keep a record of your respiratory health issues. We will not use your recorded respiratory conditions for any purpose

without your consent. If you wish to download this information in a commonly used file format, please let us know at info@SanUVAire.com

Information we receive from your use of the SanUVAire System

Device Information

When your device syncs with the SanUVAire System, certain data recorded on your device is transferred from into our databases. This allows you to access all your current and historical data to see how your habits and activities affect your indoor environment.

Cookie Data

When you visit our website, we use cookies to help us remember your settings and preferences to provide you with a more seamless experience on the SanUVAire website.

How We Use Information

We use, store, and process the information we collect for the following purposes:

Maintain and Improve the SanUVAire System

If applicable, we use the information we collect to allow you to access and personalize the SanUVAire System, to measure current and historical data, and to provide customer support; to aggregate and anonymize data for industry and market analysis, geographic profiling, marketing and advertising, and other business purposes; and to improve the SanUVAire System to troubleshoot and protect against errors, perform analytics, conduct research, and develop new features.

We use cookies to provide you with a convenient user experience on our website as discussed in the Cookie Data subsection.

The information and data are processed and stored in our operating offices, databases, and servers located around the world as discussed in the Data Transfers section.

Promote Safety and Security

We use the information we collect to verify and authenticate information you have provided, detect and prevent fraud, spam, abuse, security incidents, and other harmful activity, respond to legal requests or claims, conduct audits and risk assessments, and enforce our terms and policies.

Communicate with You

We use the information we collect to respond to your emails, and to send you service messages, updates, security alerts, and account notification when you log on to your SanUVAire account and use the SanUVAire System.

With your consent, we will send you marketing materials to the e-mail associated with your SanUVAire account. If you wish to stop receiving marketing materials at any time, please click “Unsubscribe” at the bottom of each e-mail.

How Information is Shared

When you use your SanUVAire account, you can authorize us to share your current and historical measurements and data as needed.

We may preserve and disclose information to law enforcement agencies and government agencies only if we believe that disclosure is reasonably necessary to comply with a law, regulation, or legal request to assert legal rights or defend against legal claims; to prevent, detect, investigate, or otherwise address illegal activity, fraud, abuse, violations of our terms, or threats to security to the SanUVAire System, or of any person.

We may also share aggregated and anonymize information on measurements for industry and market analysis, geographic profiling, marketing and advertising, and other business purposes.

How Long is Personal Information Stored

We store your personal information only so long as we need it to provide our services and to fulfil the purposes described in this Privacy Policy. When you have requested us to delete your SanUVAire account and there is no need for us to keep it to comply with legal or regulatory obligations, we will remove your personal information from our databases and back-up and archiving systems.

Your Rights

The SanUVAire account you voluntarily created allows you to access, modify, control, and delete your personal information.

Accessing and Modifying Your Personal Information and Data

If applicable, by logging into your account, you can access and modify your personal information, such as your first name, last name, e-mail, password, and time zone. If you have provided us with your birthday, gender, and have recorded your respiratory conditions according to the Personal Health Information section, then you can access and modify this information as well.

You can access and view all your current and historical measurements tracked by your SanUVAire device on the SanUVAire mobile application. If you registered for SanUVAire Business, you may also access and view the measurements on the SanUVAire web application.

Controlling Your Personal Information

When applicable, the SanUVAire web and mobile applications allow you to unpair your SanUVAire device from your account at any time.

If you consented to receive marketing communications from us, you can ask us to stop using your personal information and unsubscribe as described in the How We Use Your Information section.

Deleting Your Personal Information

You can delete your SanUVAire account at any time. We will delete your personal information, such as your first name, last name, e-mail, password, birthday, gender, and any inputted respiratory conditions from our servers and back-up and archiving systems as discussed in the “How Long is Personal Information Stored” section.

Our Policy for Children

Children under the age of 13, or any higher minimum age in the jurisdiction where the child resides, are not allowed to use the SanUVAire System. You may do so if you provide us with verifiable parental consent allowing you to do so. Parents who believe that their child has provided us with personal information and would like to have it deleted, please contact us at info@SanUVAire.com

Information Security

We keep your data safe from unauthorized access, loss, destruction, or alteration by constantly updating administrative, technical, and physical security measures. We use 256-bit AES encryption to safeguard your information. If you have any security-related concerns, please contact us at info@SanUVAire.com

Data Transfers

We operate internationally. By using the SanUVAire System, you authorize us to transfer and store your information in other countries for the purposes described in this Privacy Policy. Please note that the countries where we operate may have privacy and data protection laws that differ from the laws of your home country. If you wish to withdraw your consent on the transfer of your personal information, you can delete your SanUVAire account at any time.

Changes to the Privacy Policy

We may change the Privacy Policy from time to time. Any changes shall be posted on this page. We shall notify you of any material changes to this Policy and give you an opportunity to review and comment on any revisions before deciding if you would like to continue using the SanUVAire System. We will let you know via an alert on the SanUVAire System or email to the email address associated with your SanUVAire account.

Contact Us

If you have questions about this Privacy Policy, or about our use of your information, please contact us at info@SanUVAire.com