

ThermalSmart Privacy Policy

Our team(hereinafter referred to as "Our Company", "we", "us" or "our") respects and protects the privacy of users. This Privacy Policy will explain how Our Company uses the personal data we collect from you when you use our APP

We know the importance of your personal data and will do our best to protect the security of your personal data. We are committed to maintaining your trust and protecting your personal data by following the principles of lawfulness, fairness and transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity and confidentiality and accountability. We will take proper security measures to protect your personal data in accordance with common industrial security standards.

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1.Application scope

This Privacy Policy applies to the products and services provided by us related to the ThermalSmart .

It should be noted that **this Privacy Policy does not apply to any products and services provided to you by any third party, unless such third party processes your personal data according to this Privacy Policy. This Privacy Policy does not apply to other products and services for which we have set a separate privacy policy. Please be aware that if you provide personal data to a third-party website or use third-party products or services, the processing of your personal data will be subject to the privacy policy of such third party, for which we will not assume any legal responsibilities. Please be sure to read the privacy policy of such third party carefully before you provide any personal data.**

2.What data do we collect?

Our Company collects the following data:

- Contact information (Name, email address, phone number, etc.)
- Device information (Device signals, operating system versions, memory space, running status, unique identification code, etc.)

3.How do we collect and use your data?

You directly provide Our Company with some of the data we collect. We collect data and process data when you:

- Contact us. We may save the contact information you leave and your feedback so that we can help you solve the problems. You may also provide other information when communicating with our customer service staff.

Our Company may also collect your data from the following sources, and use your data for the following purposes:

- When you log into APP, we may collect your account name and password to enable you to log into APP.
- When you use APP, we will collect the video data captured by the cameras of the hardware devices you connect to Thermal Imaging Camera to provide real-time video preview, abnormal scenes identification, alarm information generation and other functions. Please note that we will not access, view, or otherwise process the aforesaid video data without your or your organization's consent.
- When you open the APP, save and upload pictures for the first time, we will save pictures, files or cached information to your mobile phone by enabling storage and album access functions;
- When you use the APP to connect to hardware devices such as handheld thermal cameras, we will connect to specific devices through WLAN by enabling WLAN function.
- To improve the service experience, and update or upgrade the APP, we will collect the device information of the mobile device you use to download and install the APP, such as the Unique Device Identifier (UDID) of the device.
- To ensure the safe and stable operation of the APP, we will use software development kit (SDK) provided by a third party. We will strictly monitor the security of the SDKs provided by our partners to protect data security. The relevant third-party SDK(s) we use are listed in the following table:

Name of SDK	Bugly SDK
Third-party name	Shenzhen Tencent Computer System Co., Ltd.
Use purpose	Statistically monitor online crash information
Personal data type	Device information, including device signals, operating system versions, memory space, running status, UDID, etc.
Collection method	It is collected directly from the user by the SDK through the APP.
Third-party personal data processing rules	https://privacy.qq.com/document/preview/fc748b3d96224fdb825ea79e132c1a56

4.How do we share your data?

Unless otherwise provided by laws and regulations, we will not share your personal data with any company, organization or individual other than Our Company without your explicit consent, nor will we publicly disclose your personal data.

5.How do we store your data?

We do not store your personal data. The personal data we process through APP, as well as the data generated by your connection to the handheld thermal imaging camera and other hardware devices through APP, will be stored on your terminal device.

6.What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights.

Every user is entitled to the following:

- **The right to access** - You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.
- **The right to erasure** - You have the right to request that Our Company erase your personal data, under certain conditions.
- **The right to restrict processing** - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** - You have the right to object to Our Company's processing of your personal data, under certain conditions.
- **The right to data portability** - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request or exercise any of these rights, we have fifteen days to respond to you. Please contact us at our email

7.How do we transfer your data globally?

Your personal data may be transferred, stored and processed in a country that is not considered to be one that provides the same level of protection of personal data as the laws of your country and may be available to the government of those countries under the legislation, in a request made in those countries. We implement appropriate safeguards (such as contractual commitments) in accordance with applicable legal requirements to provide adequate safeguards for your personal data. For more information on the appropriate safeguards in place and to obtain a copy of these safeguards, please contact us at the contact information provided for in this Privacy Policy.

8.How do we protect minors' personal data?

Minors under the age of 16 are regarded as children. Where the child is below the age of 16, the processing of child's data shall be lawful only if and to the extent that consent is given or authorized by the holder of parental responsibility ("Guardian") over the child.

We do not target children as user of APP. If you as the holder of parental responsibility over the child believes that we have processed the child's personal data, you can reach us at to inform us. We will delete relevant data as soon as possible once we have verified the situation.

9.Privacy policies of other APP

APP may contain links to other APPs. Our Privacy Policy applies only to APP, so if you click on a link to another APP, please be sure to read the privacy policy of such third party carefully before you provide any personal data.

10.Changes to our Privacy Policy

Our Company keeps its Privacy Policy under regular review and places any updates on Our Company's platform or in other appropriate ways. This privacy policy was last updated on 08/01/2024.

11.How to contact us

If you have any questions about Our Company's Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

12.Your right to lodge a complaint

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the local data protection authority.