MobiLinc Connect: Privacy Policy

Your privacy is important to PortalShark and Mobile Integrated Solutions. So we've developed a Privacy Policy that covers how we collect, use, disclose, transfer, and store your information. Please take a moment to familiarize yourself with our privacy practices and let us know if you have any questions.

Collection and Use of Personal Information

Personal information is data that can be used to uniquely identify or contact a single person.

You may be asked to provide your personal information anytime you are in contact with PortalShark or Mobile Integrated Solutions. PortalShark and Mobile Integrated Solutions may share this personal information with each other and use it consistent with this Privacy Policy. We may also combine it with other information to provide and improve our products, services, and content.

Here are some examples of the types of personal information PortalShark and Mobile Integrated Solutions may collect and how we may use it.

What personal information we collect

- When you create a MobiLinc Connect account through the MobiLinc Connect website or through the MobiLinc Apps, we may collect a variety of information, including your name, mailing address, phone number, email address, and contact preferences.

How we use your personal information

- The personal information we collect allows us to keep you posted on our latest product announcements and software updates. It also helps us to improve our services and content. If you don't want to be on our mailing list, you can opt out by contacting us directly at support@mobilinc.com.
- We also use personal information to help us develop, deliver, and improve our products, services, and content.
- From time to time, we may use your personal information to send important notices, such as communications about the MobiLinc Connect service and changes to our terms, conditions, and policies. Because this information is important to your interaction with us, you may not opt out of receiving these communications.
- We may also use personal information for internal purposes such as auditing, data analysis, and research to improve our products, services, and customer communications.

Collection and Use of Non-Personal Information

We also collect non-personal information – data in a form that does not permit direct association with any specific individual. We may collect, use, transfer, and disclose non-personal information for any purpose. The following are some examples of non-personal information that we collect and how we may use it:

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- We may collect information such as language, zip code, area code, and PUSH unique device identifier, so that we can better understand customer behavior and improve our products and services.
- We also may collect information regarding customer activities on our website and the MobiLinc Connect services including continuous energy readings from compatible connected ISY devices. This information is aggregated and used to help us provide more useful information to our customers and to understand which parts of our website, products, and services are of most interest. Aggregated data is considered non-personal information for the purposes of this Privacy Policy.

If we do combine non-personal information with personal information the combined information will be treated as personal information for as long as it remains combined.

Cookies and Other Technologies

PortalShark and Mobile Integrated Solutions website, online services, interactive applications, and email messages may use "cookies" and other technologies such as pixel tags and web beacons. These technologies help us better understand user behavior, tell us which parts of our website or applications people have visited, and facilitate and measure the effectiveness of our products and services. We treat information collected by cookies and other technologies as non-personal information. However, to the extent that Internet Protocol (IP) addresses or similar identifiers are considered personal information by local law, we also treat these identifiers as personal information. Similarly, to the extent that non-personal information is combined with personal information, we treat the combined information as personal information for the purposes of this Privacy Policy.

PortalShark, Mobile Integrated Solutions, and our partners also use cookies and other technologies to remember personal information when you use our website, online services, and applications. Our goal in these cases is to make your experience with us more convenient and personal. For example, knowing your first name lets us welcome you the next time you visit the MobiLinc Connect website. Cookies are also used on the MobiLinc Connect website to allow the service to provide an always on connection to our backend servers and your connected ISY series controller.

If you want to disable cookies and you're using the Safari web browser, go to Safari preferences and then to the Security pane to disable cookies. On your Apple mobile device, go to Settings, then Safari, and then to the Cookies section. For other browsers, check with your provider to find out how to disable cookies. Please note that the Energy section of the MobiLinc Connect website will no longer function with cookies disabled.

As is true of most websites, we gather some information automatically and store it in log files. This information includes Internet Protocol (IP) addresses, browser type and language, Internet service provider (ISP), referring and exit pages, operating system, date/time stamp, and clickstream data.

We use this information to understand and analyze trends, to administer the site, to learn about user behavior on the site, and to gather demographic information about our user base as a whole. We may use this information in our marketing services.

In some of our email messages, we use a "click-through URL" linked to content on the PortalShark and Mobile Integrated Solutions website. When customers click one of these URLs, they pass through a separate web server before arriving at the destination page on our website. We track this click-through data to help us determine interest in particular topics

and measure the effectiveness of our customer communications. If you prefer not to be tracked in this way, you should not click text or graphic links in the email messages.

Pixel tags enable us to send email messages in a format customers can read, and they tell us whether mail has been opened. We may use this information to reduce or eliminate messages sent to customers.

Disclosure to Third Parties

At times PortalShark and Mobile Integrated Solutions may make certain personal information available to strategic partners that work with PortalShark or Mobile Integrated Solutions to provide products and services, or that help PortalShark and Mobile Integrated Solutions market to customers. Personal information will only be shared by PortalShark and Mobile Integrated Solutions to provide or improve our products and services; it will not be shared with third parties for their marketing purposes.

Service Providers
PortalShark and Mobile Integrated Solutions shares personal information with companies who provide services such as information processing, fulfilling customer orders, delivering products to you, managing and enhancing customer data, providing customer service, assessing your interest in our products and services, and conducting customer research or satisfaction surveys. These companies are obligated to protect your information and may be located wherever PortalShark and Mobile Integrated Solutions operate.

Others
It may be necessary – by law, legal process, litigation, and/or requests from public and governmental authorities within or outside your country of residence – for PortalShark or Mobile Integrated Solutions to disclose your personal information. We may also disclose information about you if we determine that for purposes of national security, law enforcement, or other issues of public importance, disclosure is necessary or appropriate.

We may also disclose information about you if we determine that disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users. Additionally, in the event of a reorganization, merger, or sale we may transfer any and all personal information we collect to the relevant third party.

Protection of Personal Information

PortalShark and Mobile Integrated Solutions takes precautions — including administrative, technical, and physical measures — to safeguard your personal information against loss, theft, and misuse, as well as against unauthorized access, disclosure, alteration, and destruction.

PortalShark and Mobile Integrated Solutions online services such as the MobiLinc Connect website and MobiLinc Connect service use Secure Sockets Layer (SSL) encryption on all web pages and communication where personal information is collected. To use these services, you must use an SSL-enabled browser such as Chrome, Safari, Firefox, or Internet Explorer. Doing so protects the confidentiality of your personal information while it's transmitted over the Internet.

Integrity and Retention of Personal Information

PortalShark and Mobile Integrated Solutions will retain your personal information for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

Access to Personal Information

We make good faith efforts to provide you with access to your personal information so you can request that we correct the data if it is inaccurate or delete the data if PortalShark or Mobile Integrated Solutions is not required to retain it by law or for legitimate business purposes. We may decline to process requests that are unreasonably repetitive, require disproportionate technical effort, jeopardize the privacy of others, are extremely impractical, or for which access is not otherwise required by local law. Access, correction, or deletion requests can be made by contacting us at support@mobilinc.com.

Children

We do not knowingly collect personal information from children under 18. If we learn that we have collected the personal information of a child under the age of 18 we will take steps to delete the information as soon as possible.

Third-Party Sites and Services

PortalShark and Mobile Integrated Solutions websites, products, applications, and services may contain links to third-party websites, products, and services. Our products and services may also use or offer products or services from third parties – for example, a third-party hardware appliance or home automation technologies. Information collected by third parties, which may include such things as location data or contact details, is governed by their privacy practices. We encourage you to learn about the privacy practices of those third parties.

Our Companywide Commitment to Your Privacy

To make sure your personal information is secure, we communicate our privacy and security guidelines to PortalShark and Mobile Integrated Solutions employees and strictly enforce privacy safeguards within the company.

Privacy Questions

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If you have any questions or concerns about PortalShark and Mobile Integrated Solutions Privacy Policy or data processing, please contact us at support@mobilinc.com.

PortalShark and Mobile Integrated Solutions may update its Privacy Policy from time to time. When we change the policy in a material way, a notice will be posted on our website along with the updated Privacy Policy.

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