

SmartSense™ Mobile App Privacy Policy

Introduction

Welcome to the SmartSense™ Mobile App (“SmartSense”, “we”, or “us”). This Privacy Policy explains how we collect, use, and protect information when you use the SmartSense mobile application and related services. Our goal is to only collect what is necessary to provide our RV/trailer monitoring service and to respect your privacy at all times. We do **not** engage in any user tracking beyond the data needed for your RV and SmartSense system. By using SmartSense, you agree to the data practices described in this policy. This policy is written in clear language to ensure transparency and compliance with applicable privacy laws.

Information We Collect

RV and Sensor Data: SmartSense only collects data required for providing its safety and telematics features. This might include data from sensors installed on your RV or trailer (e.g. tire pressure, temperature, battery status), mileage, and system events such as alerts or diagnostic codes. All data is associated with your RV or SmartSense device – *not* with you personally. We do **not** collect any personal content from your device like contacts, messages, or unrelated app data. We only collect the information needed to deliver SmartSense’s services.

Account and Identifiers: To create and use a SmartSense account, we may collect personal identifiers like your name, email address, and an account login (username/password). These are used for authentication and account management. Additionally, the system generates unique identifiers for your hardware (sensors, gateway, etc.) and your user account to link you to your RV’s data. We may also collect basic device information (such as app version, phone OS type) for compatibility and support. No sensitive personal information (such as financial, health, or social data) is collected by the app. We **do not** collect information not directly relevant to your SmartSense system’s operation.

How We Use Your Information

Service Delivery: We use the collected data to provide you with real-time monitoring and alerts about your RV or trailer. For instance, sensor readings are used to display your tire pressures, RV mileage within the app. If a sensor reports an abnormal condition (like low tire pressure or a sudden movement), the system uses this data to trigger an alert or notification to you.

Personal Information Privacy: We **do not share** your personal information with unauthorized third party services. We use SmartSense data only to provide and improve the service..

Service Improvements and Analytics: We may use aggregated or de-identified data to improve SmartSense and troubleshoot issues..

How We Share Information

With Service Providers: We treat your personal information with care and only share it when necessary. We may use trusted third-party service providers to support our operations – for example, cloud hosting providers that store the data, or push notification services to send alerts to your phone. These providers are bound by contracts to protect your data and only use it for providing services to SmartSense. They **do not** get any rights to use your data for their own purposes.

With OEM or Dealers (Limited): If you purchased your RV or SmartSense system through a dealership or it came built-in by an OEM, there may be scenarios where certain data is shared back with those parties to support warranty service or maintenance. For example, an RV manufacturer might receive an anonymized report of sensor health or recall-related data for compliance purposes.

Business Transfers: In the unlikely event that SmartSense is involved in a merger, acquisition, or sale of assets, user information may be transferred to the successor company as part of that transaction. If such a transfer occurs, we will ensure the same commitments in this Privacy Policy apply to your information and, if material changes in handling your data are expected, we will notify you and give you any choices available.

Data Retention and Deletion

Data Retention: We retain your personal information only as long as necessary to fulfill the purposes described in this policy or as required by law. Telemetry data (sensor readings, location history, alerts) is stored so that you can access historical information about your RV and we can support service features. By default, detailed sensor data may be kept for a certain period and then archived or summarized. We design our systems with **data minimization** in mind, meaning we don't keep data longer than we reasonably need.

Account Deletion: You have the right to delete your SmartSense account and personal data. If you choose to delete your account (either through an in-app feature or by contacting us), we will remove or anonymize personal identifiers associated with you. This means your login credentials and any personally identifying details (like your name, email, and link between you and the device data) will be erased from our active systems. Once we disassociate your identity from the RV data, any remaining telemetry records are kept without personal identifiers. For example, tire pressure readings might be retained in an anonymous form, solely for purposes like improving our product or fulfilling warranty/technical obligations, but they will not be tied to your name or account. This approach allows us to honor your deletion request while still preserving valuable RV performance data in a non-personal way.

Backup and Deletion Timeline: Please note that when you request deletion, it may take some time to propagate through backups. We retain backups for a limited period for security and reliability.

Your Choices and Controls

Permissions

SmartSense may ask for Bluetooth permission so the app can connect to SmartSense sensors and the gateway. **If you don't allow Bluetooth, some features or the whole application may not work based on the context.**

Account Information: Through the SmartSense app, you may access and update basic account information like your contact details or password. It's important to keep your information accurate and up-to-date. For other requests, contact us.

Opt-Out of Data Collection: Aside from turning off specific permissions, if you wish to stop all data collection, you may do so by not using the service or by deleting your account.

Data Security

We take the security of your data seriously. SmartSense implements industry-standard security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. This includes using encryption for data in transit (the app communicates with sensors and our cloud over secure protocols like TLS), and encryption at rest for sensitive data stored on our servers. We regularly update our application and backend systems to patch security vulnerabilities and employ best practices for device authentication.

We also encourage you to help keep your data safe by using a strong password for your account, keeping your app updated, and not sharing your login credentials. The SmartSense app has security features for added protection. Despite all measures, please be aware that no system can be 100% secure. In the unlikely event of a data breach or security incident, we will notify affected users and relevant authorities as required by law, and we will take immediate steps to mitigate the issue.

Children's Privacy

SmartSense is not directed to children under the age of 18, and we do not knowingly collect personal information from children. The service is intended for adult RV owners and operators. If you are a parent or guardian and believe your child has provided personal information to us, please contact us immediately. We will promptly delete any personal data for which we don't have verifiable parental consent, in compliance with applicable law.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. If we make material changes, we will notify users through the app (or via email, if we have your contact info) and indicate the date the changes take effect. We encourage you to review this policy periodically. Your continued use of SmartSense after any update signifies your acceptance of the revised Privacy Policy. We will always indicate the “Last Updated” date at the top of the policy for reference.

Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us. You can reach SmartSense support at **support@steineronline.com** . We will be happy to assist you and will respond as soon as possible. Your privacy is important to us, and we welcome your feedback. Thank you for trusting SmartSense with your RV’s safety data – we are committed to honoring that trust through robust privacy and security practices.

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