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FAQ for Mapeheat Thermo Connect Thermostat Products and Services

Note: If you use the Mapeheat Thermo Connect thermostat and services with a Mymapeheat Account, then your data will be handled as described in our Privacy Statement, and as explained in this Privacy FAQs Help Center page.

What information does the Mapeheat Thermo Connect thermostat collect?

The Mapeheat Thermo Connect thermostat collects:

- Setup information you provide
- Additional Profile Information
- Wi-Fi Network Information
- Environmental data from the Mapeheat Thermo Connect thermostat's sensors
- Direct adjustments to the device, including temperature or settings
- Heating usage information
- Technical information from the device
- Mobile location data
- Bluetooth data

Setup information you provide: When you install the Mapeheat Thermo Connect thermostat, you'll be asked to provide your email address and password which are the only required fields collected to allow the confirmation and account activation emails to be sent to you. From that point forward, your email address is used for communications from Mapei and as further described in our Privacy Statement. The user-created password is needed so that you can log into your account from the Mapei mobile app or the Mapei Mymapeheat website to control your thermostat. Zip/Postal code may also be collected (optional) so that the device can report on the weather information which is a feature of the thermostat.

Basic Profile Information: Your account allows you the option to provide certain additional basic profile information like your address, city, state, zip code. These optional fields are there if you want to complete your user profile. In addition, if you download the Mymapeheat Mobile App, we may collect and store your mobile device identifiers (such as IDFA, AAID, or other device identifiers).

Wi-Fi Network Information: To connect your Mapeheat Thermo Connect thermostat to our mobile apps and website ("Services"), or to access your Mapeheat Thermo Connect thermostat over the Internet from a computer, a smartphone or a tablet, you will need to connect it to your Wi-Fi network. During setup, the Mapeheat Thermo Connect thermostat will ask for your Wi-Fi network name (SSID) and password to connect to the Internet. It will save this information on the device, along with your IP address, so that you can access it and control it from your computer, smartphone or tablet, and so that it can communicate with Mapei's servers and download software updates. Once connected to your Wi-

Fi network, your Mapeheat Thermo Connect thermostat regularly sends the data described in our Privacy Statement (excluding your Wi-Fi password) to Mapei to provide you with the Services.

Environmental data collected from the Mapeheat Thermo Connect thermostat's sensors: The Mapeheat Thermo Connect thermostat collects data from different sensors. The floor sensor which is embedded in the floor detects the temperature of the floor. This information is gathered locally by the thermostat to modulate the temperature. This information is also gathered to allow the creation of energy usage charts/tables which is a feature of the thermostat app and website. There is also a built-in ambient sensor (like any thermostat) to detect the air temperature of the room so that the thermostat can regulate the floor heat system based on ambient air temperature instead of the floor temperature.

Direct adjustments to the device: If you change settings like temperature on the Mapeheat Thermo Connect thermostat, it records and feeds that information to allow for the creation of energy usage charts/tables which is a feature of the thermostat app and website.

Heating usage information: Every time your system turns on and off, the Mapeheat Thermo Connect thermostat records the time and duration during which your system was on in order to offer you features such as usage history.

Technical information from the device: In order to improve your experience over time and help troubleshoot any problem you may encounter with the Mapeheat Thermo Connect thermostat, we record your Mapeheat Thermo Connect thermostat model and serial number, software version, and technical information such as sensor status and Wi-Fi connectivity.

Mobile location data: You may be asked for permission to share location data from your mobile device. If you grant this permission, the Mymapeheat Mobile App uses standard location services built into iOS and Android. This data may be processed or combined with data from other products to enhance certain features.

Bluetooth data: The Mapeheat Thermo Connect thermostat is Bluetooth-enabled and may broadcast an identifying signal wirelessly. This may be used to connect with your Bluetooth-enabled devices (such as a smartphone or tablet) in order to deliver certain features.

How to Contact Us:

For users in the United States:

If you have any questions, please email us at: privacypractices@mapei.com.