

VestaGuard Privacy Policy

Privacy Policy

VestaGuard Property Protection Innovations, Inc.

Effective date: September 1, 2026 **Last updated:** September 1, 2026

1. Overview

Property Protection Innovations, Inc. ("PPI," "we," "us," or "our") develops VestaGuard, a system of HVAC condensate drain monitoring sensors and the mobile application used to install, configure, and monitor them. This policy explains what information the VestaGuard mobile app and our backend service collect, why we collect it, how we use and share it, and the choices you have.

This policy applies to the VestaGuard mobile application and the VestaGuard backend service. It does not apply to any third-party product or website that we do not control.

Beta notice. The VestaGuard app is currently distributed as a pre-release beta through Apple TestFlight. Beta software may change, and data collected during the beta period may be used to diagnose defects and improve the product. Apple separately collects information about your use of TestFlight under Apple's own privacy policy, which we do not control.

2. Information we collect

2.1 Account information

Required. To create an account you must provide an **email address**. We use it as your account identifier and to send you service messages, sign-in links or verification codes, and alerts about your equipment.

Optional. You may choose to provide any of the following. The app works without them.

- Name
- Phone number
- Property or mailing address

Providing a property address helps you distinguish between multiple monitored properties and improves the usefulness of alerts. Providing a phone number allows us to send alerts by text message where you have enabled that option. You may leave these blank or remove them later.

2.2 Sensor and device data

When a VestaGuard sensor is paired to your account, the sensor and app report operational data to our service. This includes:

- Battery voltage
- Temperature readings
- Condensate probe sensor readings (millivolt measurements)
- Wireless signal strength (RSSI)
- Uplink duration and timing jitter
- Sensor identifiers, firmware version, and configuration state
- Timestamps and event records, including alert and alarm conditions

This data describes the condition and performance of HVAC equipment and the monitoring hardware. It is the core function of the product: it is what allows the system to detect a blocked or failing condensate drain and notify you before water damage occurs.

2.3 Information collected automatically

When you use the app we may collect:

- Device model, operating system version, and app version
- Crash reports, diagnostic logs, and performance data
- Coarse connection information such as IP address and connection timestamps

2.4 Device permissions

- **Bluetooth.** Required to discover, commission, and configure VestaGuard sensors. We use Bluetooth solely to communicate with your sensors. We do not use Bluetooth for advertising, presence detection, or proximity tracking.
- **Notifications.** Used to deliver alerts about your monitored equipment.

2.5 What we do not collect

We do not collect precise GPS location. We do not collect contacts, photos, calendar data, health data, or financial account information. We do not use advertising identifiers, and we do not include third-party advertising or cross-app tracking SDKs in the app.

3. How we use information

We use the information described above to:

- Create and authenticate your account
- Associate sensors with the correct property and account
- Monitor sensor readings and generate alerts when a condensate drain condition is detected
- Deliver notifications by push, email, or text message according to your settings
- Provide historical readings and system status in the app
- Diagnose faults, investigate support requests, and improve product reliability
- Analyze aggregate sensor performance to improve detection accuracy, battery life, and firmware behavior
- Maintain the security and integrity of the service, and comply with legal obligations

We do not use your information to build advertising profiles, and we do not make automated decisions that produce legal or similarly significant effects about you.

4. How we share information

We do not sell your personal information, and we do not share it for cross-context behavioral advertising.

We share information only in these circumstances:

- **Service providers.** We use vendors to host and operate the service, including cloud infrastructure hosting, email delivery, text message delivery, and push notification delivery. These providers process data on our behalf under contract and are not permitted to use it for their own purposes.
- **People you share access with.** If you invite another person to a property, or accept an invitation, that person can see the sensors, readings, and alerts for that property.
- **Property and service relationships.** If your sensors were installed or are serviced under an arrangement with a contractor, dealer, property manager, or equipment manufacturer, and you have an account relationship established through them, sensor status and alert information for the associated equipment may be visible to that party. You have the ability to remove that association from within the app under **Home → Sensor → Contractor → Remove Contractor**.
- **Legal requirements.** We may disclose information where required by law, subpoena, or other legal process, or where we believe disclosure is necessary to protect our rights, your safety, or the safety of others.
- **Business transfers.** If PPI is involved in a merger, acquisition, financing, or sale of assets, information may be transferred as part of that transaction. We will provide notice before your information becomes subject to a materially different privacy policy.

We may create and use aggregated or de-identified data that cannot reasonably be used to identify you — for example, statistics on sensor performance or failure rates across a population of units. We do not attempt to re-identify such data.

5. Data retention

We retain account information for as long as your account is active. We retain sensor readings and event history for 24 months so that you can review trends and so that we can investigate faults and improve detection.

When you delete your account, we delete or de-identify your personal information within 30 days, except where we are required to retain it to comply with a legal obligation, resolve a dispute, or enforce our agreements. Backup copies are purged on our normal backup rotation schedule.

6. Your choices and rights

Access and correction. You can view and edit your account information in the app at any time, including removing optional details you previously provided.

Account deletion. You can delete your account and associated data from within the app under **Account → Delete Account**, or by emailing admin@propertyprotectioninnovations.com. Deleting your account disables monitoring and alerts for your sensors.

Notifications. You can control push, email, and text alerts in the app settings, and through your device's system settings. We may still send essential service and security messages related to your account.

State privacy rights. Depending on where you live, you may have the right to request access to the personal information we hold about you, request correction or deletion, request a portable copy, and appeal a denial of a request. We do not sell personal information or use it for targeted advertising, so there is nothing to opt out of in those categories. To exercise a right, contact us at admin@propertyprotectioninnovations.com. We will verify your request through the email address associated with your account. We will not discriminate against you for exercising these rights.

7. Security

We use administrative, technical, and physical safeguards designed to protect information, including encryption of data in transit using TLS, encryption of data at rest, access controls limiting employee access to production data, and authenticated, credentialed communication between sensors and our service. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

8. Children's privacy

VestaGuard is not directed to children. We do not knowingly collect personal information from anyone under 13. If you believe a child has provided us with personal information, contact us at admin@propertyprotectioninnovations.com and we will delete it.

9. Where we operate

We are based in the United States, and our service and data are hosted in the United States. If you use VestaGuard from outside the United States, you understand that your information will be transferred to and processed in the United States, where privacy laws may differ from those in your jurisdiction.

10. Changes to this policy

We may update this policy from time to time. If we make material changes, we will update the "Last updated" date above and provide notice in the app or by email before the change takes effect. Continued use of VestaGuard after a change becomes effective means you accept the revised policy.

11. Contact us

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