

## **Bosch Privacy Policy – Highlights**

If you are a consumer in Canada, this Privacy Policy explains JC Residential and Light Commercial LLC (“Bosch” or “We”) collects, uses, processes, discloses, and retains your personal information, personal data, and personally identifiable information when you visit our websites, mobile applications, and any other applications, products, or services (collectively, the “Services”) that display this Privacy Policy.

By accessing and/or using the application or the Services, you consent to the uses and disclosure of your personal information in accordance with this Privacy Policy.

JC Residential and Light Commercial LLC acts as a controller of your personal information. We determine how and why personal information can be used and provides the specific Service.

Any comments, complaints, or questions regarding the processing of your personal information may be emailed to [privacy.policy@us.bosch.com](mailto:privacy.policy@us.bosch.com) or mailed to the Privacy Policy Administrator 38000 Hills Tech Drive, Farmington Hills, Michigan 48331.

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You can obtain more information about how we collect, use, disclose and safeguard your personal information by reviewing our full Privacy Policy below.

## **INTELLICOMFORT APP PRIVACY POLICY**

Privacy Policy of JC Residential and Light Commercial LLC

### **Introduction**

Bosch thanks you for your interest in our company, products, and/or services. We are dedicated to protecting your personal information and putting you in control of how we collect and process your personal information.

## Scope

This Privacy Policy covers our processing of personal information, personally identifiable information, and personal data (for simplicity, referred to as personal information), as required by Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and any applicable substantially similar provincial legislation.

## Personal Information Purpose(s), Collection and Third-Party Communication(s)

Bosch collects the personal information described below. If any additional personal information is collected by Bosch, we will provide any required notice(s), and where applicable obtain any required consent(s), in accordance with applicable laws.

### Information You Create or Directly Provide to Us

- Profile Information: We collect personal information when you create, access, or maintain an account. The personal information collected includes your full name, email address, phone number, and password. Personal information collected from you is used for the purposes of account registration, fulfilling or meeting the reason you provided the information and customer support. We disclose this information to contracted service providers performing work on our behalf such as hosting providers.
- Communication and Customer Support: We collect personal information when you request information from us or contact our customer service. The personal information collected includes email address. Personal information collected from you is used for the purposes of, fulfilling or meeting the reason you provided the information and customer support. We disclose this data to contracted service providers performing work on our behalf such as hosting providers.
- To provide additional services: We collect personal information when you register for optional Energy Demand Response (EDR) functionality. This may include your first and last name, email address, thermostat serial number and information about your energy usage or thermostat settings. We use this information with your consent to enable your participation in EDR programs. We disclose this information to your utility company and, where applicable, program administrators that operate or manage demand response programs.
- Device Integration: We collect personal information when you integrate the application with your thermostat. The personal information collected includes product serial number. Personal information collected from you is used for the purposes of product/device

integration. We disclose this information to contracted service providers performing work on our behalf such as hosting providers.

#### Information We Collect Indirectly as You Use Our Services

- Device and Network Information: When accessing our Services, we collect personal information about your device. This may also include when you interact with our chat feature. The personal information collected includes device's hardware serial number, Bluetooth device name, Bluetooth address, IP address, and language settings. Personal information collected from you is used for the purposes of technical administration of Bosch and Bosch affiliate mobile applications and/or Services and maintaining the safety, security, and integrity of our websites, products and Services, databases and other technology assets, and business. We do not disclose this information to contracted service providers performing work on our behalf.
- Location Information: We collect personal information about your approximate location information based on your device IP Address. You do not have to grant this permission to use our Services. However, your decision to decline permission may impact the application's functionality. This may impact functionality such as local weather-based functionality. This personal information is used for the purposes of identification of local weather conditions and weather-based services. We disclose this personal information to contracted service providers performing work on our behalf such as hosting providers.
- Smart Home Device Integration: We collect personal information when you choose to connect your thermostat with third-party products and services such as Amazon Alexa Smart Home or Google Home. This may include your thermostat serial number, account identifiers, and technical information needed to enable the integration. We use this information with your consent to provide the integration functionality. We disclose this information to our contracted service providers who support our systems such as hosting providers. Your use of Amazon Alexa or Google Home is also subject to their own privacy notices.

In addition to the purposes listed above, personal information collected may be used for:

- Compliance with legal and/or regulatory requirements.
- Evaluating or conducting a merger, sale of assets, consolidation or restructuring, financing or acquisition of all or a portion of any Bosch business, asset or opportunity by, with or into another business, entity or company.
- Technical administration and maintaining the safety, security, and integrity of our websites, products and services, databases and other technology assets, and business.

## **Sensitive Personal Information**

We do not collect sensitive personal information.

## **Consent**

By using the Services, you are consenting to the collection and use of your personal information as described in this Privacy Policy. If you do not consent, do not continue to use this application. When using personal information for a new purpose not disclosed in this Privacy Policy, we will obtain consent.

Separate, explicit consent will be obtained prior to the processing of (1) your sensitive personal information, or (2) your personal information is used in a way not reasonably expected, or (3) the processing creates a risk of significant harm to you.

## **Retention of Personal Information**

We will retain your personal information to accomplish the purpose(s) for which it was collected and to comply with legal obligations.

We will not retain your personal information in an identifiable form when the purpose(s) for collection have been accomplished and there are no business or legal requirements for retaining your personal information. Your personal information will be destroyed, deleted, de-identified, and/or removed from our systems.

## **Storage of Personal Information**

Your personal information will be stored in the United States and accessible to authorized employees of Bosch who require it to perform their job functions and to our cloud services and hosting providers, who may access the data only as necessary to provide their services to us.

## **Use of Links to Affiliated and External Sites**

The application may contain links to other websites. Your use of these websites is not covered by our Privacy Policy. You are encouraged to review the privacy policy(s) of the linked websites for more information about their privacy practices and your privacy rights.

## **Security**

Bosch takes commercially reasonable efforts to ensure that your personal information collected by Bosch through this application is protected against tampering, loss, destruction, access by unauthorized persons or unauthorized disclosure. Bosch security measures are being continuously improved in accordance with the state of technological developments; however, absolute protection is not possible.

## **International Data Transfer**

Bosch may also transfer your personal information to a third party(s) outside the country of origin. Accordingly, your personal information may be accessible to courts, law enforcement and national authorities in countries other than the country in which you reside. You can obtain information about Bosch's policies and practices with respect to foreign service providers (including affiliates), or ask questions about the collection, use, disclosure or storage of personal information by such service providers, by contacting our Privacy Policy Administrator as described below.

## **International Transfer within Bosch**

When processing your personal information, we may transfer your personal information to our parent company, Robert Bosch GmbH located in Germany, or to any other Bosch affiliates throughout the world. Accordingly, your personal information may be accessible to courts, law enforcement and national authorities in countries other than the country in which you reside.

## **Children's Privacy**

Bosch does not knowingly collect or use any personal information from online visitors under the age of 16. Bosch does not knowingly allow visitors under the age of 16 to participate in any promotions or contests made available from time to time.

## **Your Rights**

Individuals located in Canada have certain rights pursuant to Canadian Privacy Laws. Subject to certain exceptions and limitations, and depending upon the jurisdiction where you reside, such rights may include:

**Right to access** - to be informed of the existence, use, and disclosure of your personal information and shall be given access to your personal information. When you successfully demonstrate inaccuracy or incompleteness of your personal information, we will correct, delete, or amend as appropriate.

**Right to data portability** – to request your personal information be provided to you in written and intelligible transcript. If not feasible, your personal information will be provided in structured, commonly used technological format. At your request, the personal information to any third party authorized to collect such data. If you are handicapped, a reasonable accommodation will be provided on request.

**Right to cease dissemination and de-indexing** - to request we end distribution of your personal information or deactivate hyperlink(s) that provide access to your personal information.

**Right not to be subject to automated decision-making** - you will be notified of decisions made exclusively by automated processing of your personal information. Upon your request we will inform you of (1) of the personal information used to render the decision, (2) of the reasons and the principal factors and parameters that led to the decision, and (3) of the right of the person concerned to have the personal information used to render the decision corrected. You have the option to request a review of the decision.

**Right to withdraw your consent** - to the collection, use or disclosure of your personal information.

**Right to challenge** - you have the right to address a challenge concerning compliance with Canadian privacy law to the contact method listed in the Section How to Exercise Your Rights.

## **How to Exercise Your Rights**

We will not discriminate against you for exercising any of your rights. If you choose to exercise your rights, use one of the following options:

- Sending an email to: [privacy.policy@us.bosch.com](mailto:privacy.policy@us.bosch.com)

To assist Bosch to process your request, the following information is required: your full name, phone number, address, and include any additional information about your previous contact with Bosch (e.g. contact point with Bosch, screenshots, reference to a specific product/newsletter) may help expedite the request. We can only respond if we can verify your identity or authority to make the request.

## **Response Timing and Format**

We respond to all verifiable consumer requests within thirty (30) days or sooner when required by law. In some cases, more time may be needed to provide a response. We will inform you of the reason and extension period in writing. If we cannot comply with a request, a written response explaining the reasons will be provided.

We do not charge a fee to process or respond to your verified consumer request, unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

## **Filing a Complaint**

If you are dissatisfied with Bosch's response to an objection or challenge filed under you may file a complaint with the [Office of the Privacy Commissioner of Canada](#). Depending upon the province where you live, you may also (or instead) have the right to file a complaint with the applicable provincial privacy commissioner/regulator.

## **Controller Contact**

To obtain more information on our products or Services, you may submit your inquiry using one of the contact methods below:

**Email:** [cg-upgconsumerrelations@bosch-hcgroup.com](mailto:cg-upgconsumerrelations@bosch-hcgroup.com)

### **Postal Address:**

JC Residential and Light Commercial LLC  
3110 North Mead  
Wichita, KS 67204

## **Changes to Privacy Policy**

Bosch reserves the right to revise this privacy policy as required. You should check our website frequently to see recent changes. Published revisions are effective immediately, unless we are required to provide direct notice or obtain your consent pursuant to applicable laws.

The effective date of this privacy policy is October 10, 2025.

This privacy policy was updated on October 10, 2025.

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